

**NORTH CENTRAL COUNTIES CONSORTIUM**  
**OCCUPATIONAL OUTLOOK REPORT**  
**2002 – 2003**

Updated Labor Market & Training Information for  
Counties of Colusa, Glenn, Lake, Sutter, and Yuba

Sponsored by the North Central Counties Consortium  
and by the Employment Development Department,  
Labor Market Information Division, CCOIS Group

**NORTH CENTRAL COUNTIES CONSORTIUM  
OCCUPATIONAL OUTLOOK REPORT  
2002-2003**

**for  
COLUSA, GLENN, LAKE, SUTTER & YUBA COUNTIES**

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This report is available at the LMID website: <http://www.calmis.ca.gov/htmlfile/ccois/oor.htm>  
This report is also available on compact disc: to obtain call Nelson Anthoine at (530)822-7145.

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# INTRODUCTION

This Occupational Outlook Report is a resource we hope you will find useful. The purpose of this report is to provide information for individuals, service agencies, schools, and employers about the local labor market, employment trends and opportunities, wages and benefits for occupations, occupational skills and training requirements, and other information related to employment and training. The information in this report was collected, analyzed, and prepared through a partnership of the North Central Counties Consortium (NCCC) and the State of California, Employment Development Department, Labor Market Information Division (EDD-LMID), and the California Career Resources Network.

Information in this report is specific to the region encompassing Colusa, Glenn, Lake, Sutter, and Yuba Counties. The report contains occupational summaries for 21 occupations surveyed from May through November, 2002. It also contains a Training Directory listing vocational training providers and contact information for people seeking training to enter (or upgrade skills for) the occupations surveyed and reported herein.

Information presented herein may be used by a wide array of organizations and individuals to assist decision-making for: individual career choices; training and service plans for public agencies and schools; curriculum design for training programs; economic development initiatives; and employer determinations of competitive or comparable wages and benefits for occupations.

The *North Central Counties Consortium Occupational Outlook Report, 2002-2003*, is the official annual report for this region of the California Cooperative Occupational Information System.

## **CALIFORNIA COOPERATIVE OCCUPATIONAL INFORMATION SYSTEM**

California Cooperative Occupational Information System (CCOIS) is the name given to a statewide network of local partners and state analysts who work together to provide up-to-date and relevant labor market and occupational information, under the guidance of the EDD-LMID CCOIS Group. Internet addresses for partners' agencies are found on the cover page: these websites also provide meaningful resources for our communities.

CCOIS has been established through state laws and regulations. Section 10533 of the *California Unemployment Insurance Code* requires the state Employment Development Department to conduct the CCOIS as a major component of a comprehensive labor market information system. It states that CCOIS shall produce statistically valid occupational analyses for local job training and education programs; and that the local surveys must be conducted by a local entity under the direction of EDD. Further, it must include the participation of local users of the information. The law requires the EDD and local entities to prepare occupational analyses using state occupational forecasts and other indicators of growth, combined with local employer surveys. To provide continuity in this statewide system, all CCOIS reports bear the title "Occupational Outlook" and the name of the geographic area covered by the report.

CCOIS efforts have been reinforced by statutes in the federal Workforce Investment Act and Carl D. Perkins Vocational Education Act, which require analyses of current labor market conditions and determination of future labor market needs, and systems for updating and widely distributing valid employment statistics.

## **NORTH CENTRAL COUNTIES CONSORTIUM**

The North Central Counties Consortium is a Special District formed by a Joint Powers Agreement between five semi-rural counties, Colusa, Glenn, Lake, Sutter, and Yuba, for the purpose of implementing federal workforce development programs in this area. The consortium counties together are considered a Local Workforce Investment Area under the federal Workforce Investment Act. The NCCC Workforce Investment Board, with twenty-five members mostly from the private sector and many leaders of local service agencies, and the NCCC Governing Board with five members, one designated by each county's board of supervisors, oversee the NCCC office and its subcontractors. NCCC subcontracts with local agencies to operate One Stop Career Centers in each county. *A list of One Stop Career Centers with contact information is on the last page of this document.* Workforce Investment Act and Welfare-to-Work programs are implemented at these centers in coordination with partner agencies serving customers in the five counties.

NCCC promotes:

- Better use of resources through coordination and integration of services.
- Universal availability and accessibility of workforce development, employment and training services for all residents and employers in the NCCC counties.
- Continuous improvement of local workforce development programs and services.
- Better efficiency, effectiveness, information, and communication through increased automation & electronic connectivity between consortium agencies, partners, & customers.

## **AREA PROFILE: COLUSA, GLENN, LAKE, SUTTER & YUBA COUNTIES**

**Colusa County**, one of California's twenty-seven original counties established in 1850, is located on the west side of the Northern Sacramento Valley, covering 1,156 square miles. It includes foothills and mountains of the Coast Range on the west side of the county, and has the Sacramento River on the east side of the county. It is bordered to the south by Yolo County, to the west by Lake County, to the north by Glenn County, and to the east by Butte and Sutter Counties.

Much of the land is devoted to agriculture, the primary economic activity and chief source of employment in the area. Major crops are rice, tomatoes, almonds, wheat, walnuts, dried plums, and other fruit. Significant industries are agriculture, government, retail trade, and manufacturing -- at approximately 33.5%, 23.1%, 13.2%, and 10.3%, respectively, of all employment. Major transportation routes in the county include Interstate 5 as well as State Highways 16, 20, and 45. A major north-south railroad line also passes through the county. Population centers are the cities of Colusa, Williams, and Maxwell.

Colusa County population, as counted by the US Census Bureau for April 1, 2000, was 18,805, an increase of 15.5% since 1990. The 2000 census counted the number of households as 6,097 and the population in households as 18,357, with an average household size of 3.01; and the number of families as 4,576 and the population in families as 16,078, with an average family size of 3.51. The population is 46.5% Hispanic.

**Glenn County**, created in 1891 from a northern part of Colusa County, is on the west side of the Northern Sacramento Valley, covering 1,319 square miles. It includes a portion of the

Mendocino National Forest in the Coast Range on the west side of the county, and has an eastern boundary along the Sacramento River. It is bordered to the south by Colusa County, to the west by Mendocino and Lake counties, to the north by Tehama County, and to the east by Butte County.

The land is divided between farmland on the valley floor, and grazing land and mountainous forests in the Coast Range. Major crops are rice, wheat, hay, plums, walnuts, almonds, corn, oranges, dried plums, and other fruit. Dairy products and cattle are another important source of income. Significant industries are government, agriculture, retail trade, and manufacturing -- at approximately 29.5%, 19.8%, 14%, and 10.9%, respectively, of all employment. Major transportation routes in the county include Interstate 5 as well as State Highways 32, 45, and 99W. A major north-south railroad line also passes through the county. Population centers are the cities of Orland, Willows, and Hamilton City.

Glenn County population, as counted by the US Census Bureau for April 1, 2000, was 26,453, an increase of 6.7% since 1990. The 2000 census counted the number of households as 9,172 and the population in households as 26,065, with an average household size of 2.84; and the number of families as 6,733 and the population in families as 22,422, with an average family size of 3.33. The population is 29.6% Hispanic. Hmong people (originally from Laos) are the next largest minority group.

**Lake County**, created in 1861 from a northern part of Napa County, is within the Coast Range, approximately 100 miles north of San Francisco and 35 miles east of the Pacific Ocean, and covers 1,327 square miles. It is bordered by Mendocino County to the west, Sonoma and Napa counties to the south, and Yolo, Colusa, and Glenn counties to the east.

The county's most prominent geographical feature is Clear Lake, the largest natural lake in California, which covers approximately 5 percent of the county's land area. The terrain north of Clear Lake is rugged with elevations over 6,000 feet. The county's proximity to the San Francisco Bay Area, combined with its variety of resorts and boating facilities, make it a popular recreation and retirement area, causing the service industry to be the second largest at 26.9% of employment. Other significant industries are government and retail trade -- at approximately 27% and 21%, respectively, of all employment. Major crops are pears, wine grapes, and walnuts. Agriculture accounts for only 5.9% of employment. State Highway 20 connects the area with both US 101 and Interstate 5. Population centers are the cities of Lakeport and Clearlake, and many smaller towns surround the lake, especially along Rt. 20 on the north side of the lake.

Lake County population, as counted by the US Census Bureau for April 1, 2000, was 58,309, an increase of 13.2% since 1990. The 2000 census counted the number of households as 23,974 and the population in households as 57,220, with an average household size of 2.39; and the number of families as 15,370 and the population in families as 44,809, with an average family size of 2.92. The population is 11.4% Hispanic.

**Sutter County**, one of California's twenty-seven original counties established in 1850, covers the area where the Northern Sacramento Valley begins above the City and County of Sacramento. It is bordered to the west by Yolo and Colusa counties, to the north by Butte County, and to the east by Sierra and Nevada counties. It covers 1,246 square miles in the flat, agriculturally rich valley. The Sutter Buttes, the world's smallest mountain range, and the Sacramento River are on the west side of the county, and the Feather River is on the east side.

Much of the land is devoted to agriculture, the third largest industry in the area at 18.5% of employment. A wide variety of crops are produced including tomatoes, rice, peaches, dried plums, nuts, and other grains. Other significant industries are retail trade, services, and government -- at approximately 21.7%, 21.7%, and 16.9%, respectively, of all employment. The major transportation routes include State Highways 99 and 20. Several railroad lines pass through the county. Population centers are the cities of Yuba City and Live Oak.

Sutter County population, as counted by the US Census Bureau for April 1, 2000, was 78,930, an increase of 22.5% since 1990. The 2000 census counted the number of households as 27,033 and the population in households as 77,547, with an average household size of 2.87; and the number of families as 19,946 and the population in families as 66,725, with an average family size of 3.35. The population is 22.2% Hispanic. East Indian people, mostly from Punjab Province, and mostly Sikh, are the next largest minority group.

**Yuba County**, one of California's twenty-seven original counties established in 1850, includes the Yuba River watershed in the Northern Sierra Mountains and extensive farmland on the valley floor. It covers 639 square miles. It is bordered to the west by Sutter Counties, to the north by Butte and Plumas counties, to the east by Sierra and Nevada Counties, and to the south by Placer County.

The largest industry is government at approximately 36.3% of all employment, largely due to Beale Air Force Base. The next three largest industries are services, retail trade, and agriculture -- at approximately 18.7%, 13.2%, and 11.5%, respectively, of all employment. Major crops include rice, peaches, walnuts, dried plums, and other grains. The Sierra Mountains have lakes, reservoirs, recreation facilities, and forests which provide both employment and recreation opportunities. Major transportation routes are State Highways 20, 65, and 70. Several railroad lines pass through the county. Population centers are the cities of Marysville and Wheatland.

Yuba County population, as counted by the US Census Bureau for April 1, 2000, was 60,219, an increase of 3.4% since 1990. The 2000 census counted the number of households as 20,535 and the population in households as 58,885, with an average household size of 2.87; and the number of families as 14,801 and the population in families as 49,468, with an average family size of 3.34. The population is 17.4% Hispanic. Hmong people (originally from Laos) are the next largest minority group.

NOTE: Census data provided above has been culled from Summary File 1, General Profile 1, for the counties as found at the State of California, Department of Finance website (January, 2002):

<http://www.dof.ca.gov/HTML/DEMOGRAP/SF1profiles.htm>

For more information on each county's economy, labor market, and demographics see the EDD Labor Market Information Division's *County Snapshot* at the LMID website: <http://www.calmis.ca.gov/htmlfile/subject/COSnaps.htm> ; or see the CSU, Chico, Center for Economic Development's *Economic and Demographic Profile* booklet, available for each NCCC county. The latter can be obtained by calling the center at (530)898-4598.

## CCOIS METHODOLOGY

To select the occupations studied, conduct the local employer surveys, and produce the occupational summaries, the following occurs:

**Occupational Projections:** Occupational projections are developed by the Labor Market Information Division (LMID) of the Employment Development Department, and are used to help identify growing and declining occupations.

**Occupational Selection:** A variety of criteria for occupational selection have been established in the CCOIS Program and are used to help select the survey occupations. The primary objective is to survey occupations that are of most interest to the users of occupational information, within the limitations of a standardized research project. For each survey year, a preliminary list, with approximately three times more occupations than are surveyed each year, is developed and distributed to users of this information by mail and at community meetings in January. The recipients include supervisors, staff, and members of workforce development and vocational training programs, economic development organizations, educational institutions, the NCCC Workforce Investment Board and Governing Board, and local government agencies. Representatives of these agencies are asked to identify which occupations they would like studied. Largely based on the input of these community members, occupations for the next year's survey are selected and forwarded to LMID. The list of occupations is reviewed by LMID, and appropriate adjustments may be made after review of employment projections data. By mid-February, twenty occupations are selected for the year's survey.

**Questionnaire Development:** The latest survey questionnaire developed by the LMID California Cooperative Occupational Information System Group is distributed for collecting data for all occupations in the year's survey. The questionnaire provides the means for collecting the fields of data addressed in the next section of this report, the Description of Occupational Summaries.

**Sample Selection and Refinement:** LMID generates employer samples by industry and employer size for each occupation selected. Employers are contacted to verify they employ persons in the occupation and are willing to participate in the project.

**Employer Survey:** Confidential employer surveys are conducted by telephone, fax, mail, or in person. Collected surveys are reviewed for consistency and employers contacted again for clarifications, if needed.

**Data Entry and Tabulation:** The responses of completed surveys are entered into the CCOIS database that tabulates data in a standard way for all CCOIS local partners and for all occupations. This database has been programmed by LMID staff and subcontractors.

**Analysis and Generation of Occupational Summaries:** Data from the CCOIS database tabulations; from other relevant information provided by LMID (including updated employment projections); and from research by the local partner (including licensing/skill-certifying organizations for occupations) is carefully analyzed to prepare each local occupational summary. The statements made in the occupational summaries are based on quantitative analysis and corresponding terminology established by the LMID California Cooperative Occupational Information System Group, as applied by the LMID-CCOIS analyst for the local area and by the CCOIS local partner. Definitions of terminology are provided in the next section of this report,

the Description of Occupational Summaries. Statements made are based on aggregate data for Colusa, Glenn, Lake, Sutter, and Yuba counties, unless otherwise stated.

**Report Distribution:** The Occupational Outlook Report for NCCC is presented at three community meetings: one each for the Yuba-Sutter area, the Colusa-Glenn area, and the Lake County area. The Occupational Outlook Report is also distributed to One Stop Career Centers (established in each county under the Workforce Investment Act), social service agencies, vocational training and rehabilitation agencies, high schools, alternative high schools, community colleges, libraries, employers, and other interested individuals and organizations.

## **DESCRIPTION OF THE OCCUPATIONAL SUMMARIES AND METHODS USED IN REPORTING THE COLLECTED DATA**

The following is a brief description of the format and content in each occupational summary in the *North Central Counties Consortium 2002-2003 Occupational Outlook Report*. Items are described in the order they are presented for the occupations studied.

### **OCCUPATIONAL TITLE, CODE, AND DEFINITION**

CCOIS uses the Occupational Employment Statistics (OES) classification system. The occupations are described by the OES definition, which appears with the OES title and code at the top of the first of the two pages of each occupational summary. The titles and definitions used are based on the OES Dictionary published by the U.S. Department of Labor, Bureau of Labor Statistics (1998).

**Other Job Titles Used By Other Job Classification Systems:** In this section, cross-reference is made to other job titles used for this occupation. Job classification systems cross-referenced to the OES title/code include the Standard Occupational Classification (SOC) -- which will be used by this survey project next year; the Occupational Information Network (O\*Net); and the Dictionary of Occupational Titles (DOT). Since O\*Net titles and codes are used by NCCC providers of job training and placement services on MIS documents, the O\*Net codes are also listed here. Sometimes the cross-referencing of OES to SOC and O\*Net, leads to several more titles in those systems, i.e., sometimes there are more specific breakouts of occupational classifications based on duties or specialties.

The O\*NET classification system and database was originally released in 1998 as O\*NET 98, Version 1.0, and coding was based on the OES system. In July, 2000, the National O\*NET Center released a new version, called O\*NET-SOC Version 3.0, largely based on the newly adopted 1998 Standard Occupational Classification (SOC). The transition from O\*NET 1.0 to O\*NET 3.0, in addition to new coding system, sometimes involved clustering of occupations into broader classifications: O\*NET 1.0 had 1,122 occupational codes/definitions, and O\*NET 3.0 originally had 974 codes & definitions. The U.S Department of Labor has made the O\*Net system available on-line whereby they can continually update the system and readily have the updated system available to all. The Content Model of O\*NET 98, Version 1.0, its system for analyzing the requirements and attributes of occupations, is carried into O\*NET 3.0. The O\*NET database, system, & occupational analyses may be accessed at O\*Net On-Line: <http://online.onetcenter.org/>

The Dictionary of Occupational Titles (DOT) has been a standard, national occupational coding system for decades, with over 15,000 occupational codes/definitions. DOT titles for the most closely matched code/title/definition are listed. OES classifications are broader in scope than the

DOT: one OES title/code/classification often covers several or many of the more detailed, related DOT titles/codes. It can be instructive to see these generally more specific titles of jobs.

**Other Titles Used By Employers Responding To This Survey:** Other job titles used by employers in the survey are presented here to show other common terms used for the occupation.

**Other Duties of Jobs Included (not specified in above definition):** Duties of the job (not specified in the OES definition), generally as found and described in O\*Net and U.S. Bureau of Labor Statistics research and reports, and in job descriptions collected during the survey, are listed here.

## **EMPLOYER REQUIREMENTS**

**Work Experience:** Responses to questions regarding work experience required to obtain employment are summarized here. The percentage of responding employers requiring, preferring, and not requiring work experience in the occupation; and the range of months of experience (and average) required or preferred by employers are cited. Of employers requiring or preferring work experience, the percentages of those who will accept training or related work experience, and the ranges of months mentioned as substitutable, are cited.

**Level of Education:** Responses to questions regarding education needed to obtain employment are summarized here. Employers are asked about degrees required, and the percentages requiring or not requiring high school diplomas or equivalent are cited, as well as the percentages of employers requiring associates degree, bachelors degree, or graduate study.

While minimum educational requirements have been shown as employers expressed them, these educational requirements are not always essential for the performance of job duties. Because the lack of education will create a barrier with some employers, employers' educational statements have been included in this report.

### **Technical/Vocational Training and/or Certification:**

The combined percentage of employers reporting they require or prefer applicants to have technical or vocational training is cited, along with the range of months of training mentioned (and the average). If employers specified types of training these are also discussed here. If certifications or licenses are required or preferred, these are cited here, too. (*California Professional & Business License Handbook*, available at State Department of Commerce website, [http://commerce.ca.gov/state/ttca/ttca\\_business\\_display.jsp](http://commerce.ca.gov/state/ttca/ttca_business_display.jsp), is one source used for determining licensing requirements: additional sources include the websites of the regulating agencies, as cited in the Other Information section of this report.)

**Skills and Qualifications:** Skills and qualifications, including knowledge and abilities, are culled from O\*Net and Bureau of Labor Statistics summaries of the occupation; from job descriptions collected from employers during the survey; and from the NCEN Job Specific Skills Competency system (<http://www.nortec.org/tb/jsscomps/jsscomps.htm>). Some employers also responded to supplemental questions on skills for about a third of the occupations. Also, for occupations requiring licenses, skill requirements information was collected from the websites of the agencies issuing licenses.

## **DESCRIPTIVE TERMS USED IN EMPLOYER REQUIREMENTS & FOLLOWING SECTIONS**

The following terms are occasionally used in the Employer Requirements and the following sections of each occupational summary to describe conditions for the occupations studied, based on the percentage of employers responding a certain way:



<b>All:</b>	100% of survey responses
<b>Almost all:</b>	80% up to but not including 100%
<b>Most:</b>	60% up to but not including 80%
<b>Many:</b>	40% up to but not including 60%
<b>Some:</b>	20% up to but not including 40%
<b>Few:</b>	less than 20% of the survey responses

Unlike last year, this report now includes the actual percentages of employers responding a certain way, generally in place of the above terms. Yet, “All” (or “No” for zero) are used often.

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

## WAGES AND BENEFITS

**Hourly Wages:** The purpose of this section is to report the approximate wage ranges and medians for the occupations. Wages in this report are those paid by the employers participating in the survey for employees at three levels of experience: **new hires with no experience**, new hires with no paid experience in the occupation; **new hires with experience**, new hires with some experience; and **after three years with the firm**, workers in fourth year of employment in the occupation with that employer. All weekly, bi-weekly, or monthly salaries are converted to hourly wages based on the number of hours worked per week. For occupations where employees work less than 52 weeks per year, such as Teachers, the number of weeks and hours per week worked in a year is factored in, with total hours worked in a year used in the denominator, e.g., Teacher’s Annual Salary/Total Hours Worked = Hourly Wage).

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision. *The report does not include extreme wages, or “outliers” which are 1.96 standard deviation or more from the average wage for the occupation.*

One Wage section is used when the percent of union employment is either greater than 80% or less than 20%. Two Wage sections are used when the percent of union employment is from 20% to 80%, and there are no confidentiality issues. When significant numbers of employers pay significant commissions, bonuses, or when tips are prevalent, there is a comment addressing the presence of other compensation.

**Hours Worked & Shifts:** The distribution of full-time, part-time, temporary/on-call and seasonal workers is reported in this section, together with the average number of hours worked, respectively. Temporary and seasonal workers are combined in one category to facilitate reporting. Information on work schedules or shifts reported by employers is also presented here.

**Benefits:** This section presents the types and frequency of fringe benefits. Information is presented on the percentage of employers providing each of the benefits, at levels of “employer pays all”, “shared cost”, “plan offered but employee pays all”, or “no plan offered” -- for full-time and part-time employees, separately.

**Union or Collective Bargaining Status:** The percentage of employers reporting their employees are union or subject to collective bargaining for this occupation is reported.

**Gender:** Male and female percentages of employees in the occupation, as reported by all employers in the survey, is presented.

## EMPLOYMENT TRENDS

**Where the Jobs Are:** This section identifies major employing industries for each occupation, based on the industry sectors of employers responding to the survey, and on industry staffing patterns generated using the Standard Industry Classification (SIC) system by EDD-LMID. Names of industries listed are not strictly based on SIC titles. (Note that a nationwide transition from SIC to NAICS industry classification system is underway, and this survey project will generate samples and reports using NAICS in 2003).

**Growth Trends:** This part presents employer responses to the questions about status of the occupation ("decline", "remain stable", or "grow") in the last 24 months, followed by a sentence presenting what percentage of employers said it *grew* in the last year for them.

**Size of Occupation with 7 Yr. Growth Rate:** This part includes EDD Projections for Size of Occupation and the projected Growth Rate from 1999 to 2006.

For the Size of the occupation, relative to other occupations in the area, the following terms are used for the corresponding values noted:

**Small:** Less than 96    **Medium:** 96 – 191    **Large:** 192 – 414    **Very Large:** 415 and above

The terms used to describe the occupation's projected growth rate, in comparison to the projected overall new job growth rate for all occupations of 18.7%, for the NCCC counties in the 7 years from 1999 to 2006, is as follows. Calculation is shown only for the first term.

<u>Term Used</u>	<u>Method</u>	<u>Calculation</u>	<u>Occup.Growth Rate</u>
<b>much faster than average:</b>	1.5 times Avg. Growth Rate (AGR) or more	$1.5 \times 18.7 =$	<b>28.1% or more</b>
<b>faster than average:</b>	1.1 up to, but not including, 1.5 times AGR		<b>= 20.6% to 28%</b>
<b>average:</b>	0.9 up to, but not including, 1.1 times AGR		<b>= 16.8% to 20.5%</b>
<b>slower than average:</b>	0.1 up to, but not including, 0.9 times AGR		<b>= 1.9% to 16.7%</b>
<b>no significant change:</b>	-0.1 up to, but not including, 0.1 times AGR		<b>= -1.9% to 1.8%</b>
<b>slow decline:</b>	less than -0.1 times Avg. Growth Rate		<b>= less than 1.9%</b>

In the occupational summaries, the projected Occupational Growth Rate percentage is shown alongside the required terms presented here.

**Projections for Job Openings:** Projected new jobs or positions in the 7 years from 1999 to 2006 are added to the total number of expected openings due to separations (i.e., workers leaving, fired, or laid off), based on factors including turnover rates discovered in surveys.

**Supply and Demand:** The CCOIS questionnaire asks employers to rate on a 4-point scale, 1, 2, 3, or 4 -- with 1 being Not Difficult, and 4 being Difficult -- the difficulty they have finding *qualified* applicants to fill vacancies. In the analysis and reporting, the employers who say they will only hire experienced workers for their positions are separated from the employers who say they will hire experienced or inexperienced workers.

*The following terms are used to describe the difficulty in finding applicants per the CCOIS Guide:*

**Very Difficult -- weighted avg. score 3.0 to 4.0:** Employer demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Thus, qualified applicants encounter little competition in their job search.

**Moderately Difficult -- weighted avg. score 2.0 to, but not including, 3.0:** Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants, and applicants may find moderate competition in their job search.

**Not Difficult -- weighted avg. score 1.0 to, but not including, 2.0:** Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

**Turnover:** Turnover is calculated for each occupation based on vacancies, resulting from promotions or from employees leaving the firm in the past 12 months, that were filled; divided by the total employees for all firms responding to the survey minus the new permanent positions resulting from growth.

**Recruitment Methods:** Employers are asked to indicate their three most successful hiring methods, and the most common responses are listed here.

## **OTHER INFORMATION**

**Employer Responses:** The number of useable/completed surveys received from employers for the occupation are cited along with the total number of employees -- including full-time, part-time, and temporary/on-call or seasonal workers -- reported by all employers responding for the occupation. Sometimes a note is added about aspects of the data collection for the occupation.

For several occupations, based on EDD projections and research/sample refinement done as part of this survey, over eighty percent of the employees in NCCC counties in the occupation are represented in the survey; for many occupations, this sample percentage is from forty to sixty percent of employees in the occupation; and for a few “very large” occupations, (e.g., general office clerks, 1420 projected employees in 2002) the percentage of employees represented is approximately fifteen to twenty-five percent.

**Other Resources for Information About This Occupation:** State or federal government websites with additional information on the occupation are listed here. The three agencies and resources listed/linked are the:

Employment Development Department, Labor Market Information Division website  
Occupational Guide section: <http://www.calmis.ca.gov/htmlfile/subject/guide.htm>  
In the occupational summaries, rather than this link to all occupational guides, the specific link to the guide for the occupation is listed.

Occupational Information Network - O\*Net On-Line website, which is based at the National O\*Net Center in North Carolina, under contract with the U.S Department of Labor: <http://online.onetcenter.org/> In the occupational summaries, rather than this link to the start page of their website, the direct link to the “Details” for the occupation is listed.

U.S. Department of Labor, Bureau of Labor Statistics (BLS) website: <http://stats.bls.gov/>, or <http://stats.bls.gov/search/ooh.asp?ct=OOH> for the search page for their Occupational Outlook Handbook. This bureau produces, and just updated in January, 2003, this handbook and useful website, with national perspectives and trends data on occupations.

NOTE: The titles/classifications (groupings or breakouts) of occupations is not always the same across OES titles, EDD Occupational Guide titles, O\*Net titles, and the titles used in the BLS Occupational Outlook Handbook, yet cross-references and links are made appropriately.

**Licensing or Skill-Certifying Organizations For This Occupation:** If state licenses or certifications are required for an occupation, the state agency issuing the license or certification is listed with their phone number and website address. Also, if discovered in extra research, state or national organizations that certify skills for an occupation are listed, with their phone numbers and website address. (Note that just this month – January, 2003 – the BLS website has added live

links for these kinds of organizations to their occupational summaries in their on-line Occupational Outlook Handbook.) In some of the occupational summaries, specifics are added about name of licenses or certifications, fees, and exams. *In any case, the reader/user of this document should check with the licensing or skill-certifying organization for specifics about obtaining these.*

**Promotional Opportunities/Career Ladders:** The titles of positions to which workers in this occupation may be promoted, as reported by employers in this CCOIS survey, are listed here. (Note that additional information on career ladders, promotional opportunities, or transferability of occupational skills to related occupations is available in the O\*Net On-Line system.)

## **TRAINING PROVIDERS**

The names of training providers for the occupation located within Colusa, Glenn, Lake, Sutter, and Yuba counties are listed, with the city where their office is located, their main phone number, and their website or occupation-related department contact information in the far right column. In that last column, “Website or Department Email or Ph. Contact”, if there is no website, a department phone number or contact person and email may be listed as appropriate. Additional information on the training providers is available in the Training Directory, starting on page 58. The directory lists training providers for the occupations surveyed in 2002, for schools located in NCCC counties. Occasionally, training providers from adjacent counties are listed as space allows on the two-page occupational summaries. If such nearby schools have been fit into the Occupational Summary for an occupation, they are also listed in the directory.

***The EDD-LMID CCOIS questionnaire used for data collection in this survey is included in this report in Appendix B.***



# **OCCUPATIONAL SUMMARIES**

# Automotive Mechanics

**OES Code:** 853020

**Survey Year:** 2002

**OES Definition:** Automotive Mechanics adjust, repair, and overhaul automotive vehicles. They may be designated according to specialties, such as Brake Repairers, Transmission Mechanics, or Front-end Mechanics. Does not include Auto Body Repairers, Bus and Truck Mechanics, Diesel Engine Specialists, & Electrical Systems Specialists.

**Other Job Titles Used By Other Job Classification Systems:** **SOC:** "Automotive Service Technicians and Mechanics" **O\*Net:** "Automotive Master Mechanics", 49-3023.01; "Automotive Specialty Technicians", 49-3023.02 **DOT:** "Automobile Mechanic"; "Automobile Mechanic-Apprentice"; "Tune-Up Mechanic"; and 22 specialty classifications (e.g., "Transmission Mechanic"; "Brake Repairer"; and "Squeek, Rattle, and Leak Repairer"!)

**Other Titles Used By Employers Responding To This Survey:** "Auto (or Automotive) Technicians"; "Mechanics"; "Public Works Mechanics"; "Technicians"

**Other Duties of Jobs Included (not specified in above definition):** 1) Examines vehicles, discusses extent of damage or malfunction with customer, and provides repair estimates; 2) Repairs or replaces auto parts; 3) Replaces hoses, lines, filters; 4) Tunes engines and tests electronic components; 5) Repairs and overhauls engines, fuel injection systems; transmissions, clutches, differentials; 6) Repairs ignition, charging, cooling & AC systems; 7) Aligns wheels and replaces struts, shock absorbers, bearings, balljoints, etc.; 8) Repairs & adjusts brakes.

## Employer Requirements

### Work Experience:

*Not*

**Required:** 93% **Preferred:** 7% **Required:** 0%

Employers require or prefer applicants to have 12 – 60 months of experience in this occupation (avg. 35 mos.).

**Of employers requiring or preferring experience (100%):**

As a substitute for experience, 27% will accept 12 - 36 months training; and 29% will accept 24 – 36 months experience in auto repair related occupations.

**Level of Education:** 33% of employers do not require a high school degree or equivalent; 60% require a high school degree or equivalent; and 7% require an associates degree.

### Technical/Vocational Training and/or Certification:

53% of employers require or prefer applicants to have 3 – 24 months (avg. 20 mos.) automotive repair training.

### Skills and Qualifications:

~ Mechanical aptitude and knowledge of how automobiles work, including emerging electronics technologies

~ Research maintenance specifications for various vehicles; understand and apply technical manuals  
~ Troubleshooting

~ Use hand & power tools  
~ Order vehicle parts and communicate clearly with co-workers & suppliers  
~ Estimate costs and get approvals for repairs while providing customer service  
~ Smog-test and certify compliance of vehicles  
~ Use measuring devices

## Wages and Benefits

### Hourly Wages:

#### Range

#### Median

**New Hires, No Experience:** insufficient data insufficient data

**New Hires, Experienced:** \$12.00 – 16.00 \$15.00

**After 3 Years With Firm:** \$15.00 – 23.00 \$18.00

## Hours Worked & Shifts

**Full-time:** 100%; avg. 40 hrs/wk

**Part-time:** 0%

**Temp/Seas:** 0%

All employers have day shifts, and none have swing or overnight hrs.

### Benefits: % of Employers Offering Benefits

Employer Pays All

Shared Cost

Plan Offered, But Employee Pays All

No Plan Offered

	Full-Time		P-T		F-T		P-T		F-T		P-T	
<b>Medical Insurance</b>	27	na	67	na	0	na	7	na	7	na	7	na
<b>Dental Insurance</b>	7	na	53	na	0	na	40	na	40	na	40	na
<b>Vision Insurance</b>	0	na	60	na	0	na	40	na	40	na	40	na
<b>Life Insurance</b>	0	na	40	na	0	na	60	na	60	na	60	na
<b>Sick Leave</b>	40	na	0	na	0	na	60	na	60	na	60	na
<b>Vacation</b>	100	na	0	na	0	na	0	na	0	na	0	na
<b>Retirement Plan</b>	7	na	53	na	0	na	40	na	40	na	40	na
<b>Other</b>	0	na	0	na	0	na	100	na	100	na	100	na

### Union or Collective Bargaining Status

7 % of responding employers indicated their employees are unionized/organized for this occupation.

### Gender

100% Male

0% Female

<p><b>Where the Jobs Are - Industries Employing Occupation:</b></p> <ul style="list-style-type: none"> <li>~ General Automotive Repair Shops</li> <li>~ Specialty Automotive Repair Shops (e.g., Transmission; Wheel/Brake)</li> <li>~ Motor Vehicle Dealers – Used and New</li> <li>~ Department, Auto, and Warehouse Stores</li> <li>~ Local Government      ~ Universities and Colleges</li> </ul>	<p><b>Size of the Occupation:</b> Very Large</p> <p><b>EDD Projections:</b> 1999: 460    2006: 540</p> <p><b>7 yr. Growth Rate:</b> average (17%)</p>
<p><b>Growth Trends:</b> 60% of employers surveyed expected their employment in this occupation to <i>grow</i> in the next 24 months; 40% expected it to <i>remain stable</i> the next 24 months. 40% <i>grew</i> in last year.</p>	<p><b>Projections for Job Openings:</b></p> <p>EDD Projections      <b>1999 to 2006</b></p> <p><b>New Jobs</b> through 2006:      80</p> <p><b>Separations</b> through 2006:      85</p> <p><b>Total Job Openings</b> to 2006:      165</p>

### **Supply and Demand**

#### **Degree of Difficulty Finding Qualified Applicants:**

	Not Difficult	Moderately Difficult	Very Difficult
1) Employers Wanting to Hire <i>Only Experienced</i> Workers for this Occupation:			X
2) Employers Who Hire Applicants <i>With or Without Work Experience</i> in this Occupation:			X

From the perspective of *qualified* applicants (*i.e., those with appropriate skills & abilities*): the job market for both those with and without work experience is not competitive. Emerging skills for repairing cars with more electronic components are part of the skills shortage problem indicating a possible need for more training of the local workforce for this occupation.

**Turnover:** The survey revealed a turnover rate of 8% for employees in this occupation in the past 12 months.

**Recruitment:** The most common and successful recruitment methods reported by employers for this occupation were: walk-in applicants; newspaper ads; and employee referrals.

### **Other Information**

**Employer Responses:** 15 employers, representing 98 employees in this occupation, provided responses used in developing the analysis for this occupational profile.

**Other Resources for Information About This Occupation:** EDD Occupational Guide (1997) available at LMID website: <http://www.calmis.ca.gov/file/occguide/MECHAUTO.HTM> Further details available at O\*Net On-line: <http://online.onetcenter.org/report?r=1&id=703> and <http://online.onetcenter.org/report?r=1&id=704> And from Bureau of Labor Statistics website: <http://www.bls.gov/oco/ocos181.htm>

**Licensing or Skill-Certifying Organizations For This Occupation:** State Bureau of Automotive Repair, within Department of Consumer Affairs, has licensing information for Smog Check Technician in website at: <http://165.235.17.9/StdPage.asp?Body=/industry/technicians/techlicense.htm> Skills certifications/testing by National Institute of Automotive Service Excellence: [http://www.asecert.org/subchannels/pro\\_cert\\_general.cfm](http://www.asecert.org/subchannels/pro_cert_general.cfm)

**Promotional Opportunities/Career Ladders:** Titles of positions to which workers in this occupation may be promoted include: “Manager”; “Service Manager”

<b>Training Providers*</b>	<b>City</b>	<b>Main Phone#</b>	<b>Website or Department Email or Ph. Contact</b>
<i>Butte Community College- Glenn</i>	Orland	(530)865-9728	<a href="http://www.butte.cc.ca.us/offerProg.html">http://www.butte.cc.ca.us/offerProg.html</a>
<i>Glenn County Adult Program</i>	Willows	(530)934-6575	<a href="http://www.glenn-co.k12.ca.us/gcoe/GAP/">http://www.glenn-co.k12.ca.us/gcoe/GAP/</a>
<b>Mendocino Community College</b>	Ukiah	(707)468-3102	<a href="http://www.mendocino.cc.ca.us/index.html">http://www.mendocino.cc.ca.us/index.html</a>
<i>Tri-County ROP</i>	Yuba City	(530)822-2952	<a href="http://www.sutter.k12.ca.us/ROP/rop.htm">http://www.sutter.k12.ca.us/ROP/rop.htm</a>
<b>Yuba Community College</b>	Marysville	(530)741-6700	<a href="http://www.yccd.edu/vocational_programs/index.htm">http://www.yccd.edu/vocational_programs/index.htm</a>

\*Certificate-issuing school names are printed in *italics*; and **degree-granting** schools (for this job) are in **bold** type.

**Disclaimer:** The Employment Development Department (EDD) does not endorse the schools listed. Also, training programs change frequently, so we suggest contacting the schools to verify training information.

Colusa, Glenn, Lake, Sutter, and Yuba Counties



# Combined Food Preparation and Service Workers

**OES Code:** 650410

**Survey Year:** 2002

**OES Definition:** Combined Food Preparation and Service Workers do both food preparation and food service. Does not include workers who spend more than 80 percent of their time in only one of these two areas.

**Other Job Titles Used By Other Job Classification Systems: SOC & O\*Net:** “Combined Food Preparation and Serving Workers, Including Fast Food”, 35-3021.00 **DOT:** “Fast-Food Worker”

**Other Titles Used By Employers Responding To This Survey:** “Assistant Cook”; “Bussers”; “Cafeteria Aide”; “Cooks”; “Cooks Helper”; “Deli Clerk (or Worker)”; “Deli Clerk/Baker”; “Food Service Worker”; “Kitchen Aide”; “Prep Cooks”; “Salesperson”; “Servers”; “Service Deli Clerk”

**Other Duties of Jobs Included (not specified in above definition):** 1) Gathers food items from storage area for preparation; 2) Cooks or reheats food; 3) Prepares cold or hot food, including slicing, mixing, frying, baking, sautéing; 4) Makes and/or serves hot and cold beverages or desserts; 5) Serves food and beverage by placing on serving tray, in takeout container, or taking to table; 6) Takes customer order, computes bill, and/or receives payment; 7) Cleans kitchen, serving, & eating areas of restaurants, pizza parlors, delicatessens, or cafeterias

## Employer Requirements

### Work Experience:

*Not*

**Required:** 7% **Preferred:** 60% **Required:** 33%

Employers require or prefer applicants to have 3 – 12 months of experience in this occupation (avg. 8 mos.).

**Of employers requiring or preferring experience (67%):**

As a substitute for experience, 70% will accept 3 – 12 months training, and 40% will accept 6 - 12 months experience in similar occupations involving food service, retail sales, or customer service.

**Level of Education:** 40% of employers do not require a high school degree or equivalent; 60% require a high school degree or equivalent; and none require further education.

### Technical/Vocational Training and/or Certification:

27% of employers prefer applicants to have 3 –12 months (avg. 6 mos.) of food preparation and service training. None require it.

### Skills and Qualifications:

- ~ Customer service
- ~ Listen well and speak clearly
- ~ Follow recipes and directions of head cook or food service manager
- ~ Prepare food to order
- ~ Basic math & measuring
- ~ Operate cash register
- ~ Answer questions and record orders accurately, including by telephone
- ~ Stand for hours
- ~ Manual dexterity
- ~ Safe use of kitchen equipment: mixers, slicers, knives
- ~ Cleaning skills and good personal hygiene

## Wages and Benefits

### Non-Union

### Union

### Non-Union

### Union

### Hourly Wages:

### Range

### Range

### Median

### Median

**New Hires, No Experience:** \$6.75 – 7.50 \$7.71 – 9.48 \$7.00 \$8.52

**New Hires, Experienced:** \$6.75 – 8.82 \$8.50 – 11.17 \$7.25 \$9.01

**After 3 Years With Firm:** \$7.75 – 10.50 \$8.74 – 12.42 \$8.50 \$10.42

## Hours Worked & Shifts

**Full-time:** 39%; avg. 38 hrs/wk

**Part-time:** 58%; avg. 24 hrs/wk

**Temp/Seas:** 3%; avg. 10 hrs/wk

All employers have day shifts; 47% have swing; and 0% overnight hrs.

## Benefits:

### % of Employers Offering Benefits

#### Employer Pays All

#### Shared Cost

#### Plan Offered, But Employee Pays All

#### No Plan Offered

	Full-Time		P-T		Full-Time		P-T		F-T		P-T		F-T		P-T	
<b>Medical Insurance</b>	50	7	10	36	0	0	40	57								
<b>Dental Insurance</b>	50	7	10	36	0	0	40	57								
<b>Vision Insurance</b>	50	7	10	36	0	0	40	57								
<b>Life Insurance</b>	40	7	10	29	0	0	50	64								
<b>Sick Leave</b>	60	50	0	7	0	0	40	43								
<b>Vacation</b>	50	36	0	0	0	0	50	64								
<b>Retirement Plan</b>	30	7	20	21	10	14	40	57								
<b>Other</b>	0	0	0	0	0	0	100	100								

## Union or Collective Bargaining Status

40 % of responding employers indicated their employees are unionized/organized for this occupation.

## Gender

22% Male

78% Female

## Combined Food Preparation and Service Workers, 2002 Survey, p.2 of 2

### **Where the Jobs Are** - Industries Employing Occupation:

- ~ Eating and Drinking Places (incl. Delicatessens, Pizza Parlors)
- ~ Grocery Stores (with Deli Departments)
- ~ School Districts & Private Schools
- ~ Correctional Facilities, Jails, Prisons ~ Resorts & Hotels
- ~ Residential Care Facilities (Public/Private) ~ Membership Clubs

**Growth Trends:** 67% of employers surveyed expected their employment in this occupation to *remain stable* in the next 24 months; 33% expected it to *grow* in the next 24 months. 27% *grew* in last year.

**Size of the Occupation:** Very Large

**EDD Projections:** 1999: 855 2006: 955

**7 yr. Growth Rate:** slower than average (12%)

### **Projections for Job Openings:**

EDD Projections **1999 to 2006**

**New Jobs** through 2006: 100

**Separations** through 2006: 355

**Total Job Openings** to 2006: 455

### **Supply and Demand**

#### **Degree of Difficulty Finding *Qualified* Applicants:**

- 1) Employers Wanting to Hire *Only Experienced* Workers for this Occupation:
- 2) Employers Who Hire Applicants *With or Without Work Experience* in this Occupation:

	Not Difficult	Moderately Difficult	Very Difficult
1) Employers Wanting to Hire <i>Only Experienced</i> Workers for this Occupation:	X		
2) Employers Who Hire Applicants <i>With or Without Work Experience</i> in this Occupation:		X	

**Turnover:** The survey revealed a turnover rate of 25% for employees in this occupation in the past 12 months.

**Recruitment:** The most common and successful recruitment methods reported by employers for this occupation were: newspaper ads; employee referrals; and walk-in applicants.

### **Other Information**

**Employer Responses:** 15 employers, representing 148 employees in this occupation, provided responses used in developing the analysis for this occupational profile.

**Other Resources for Information About This Occupation:** Further details available at O\*Net On-line website: <http://online.onetcenter.org/report?r=1&id=581> And the Bureau of Labor Statistics website has a summary that covers chefs, cooks, and food preparation workers at: <http://stats.bls.gov/oco/ocos161.htm>

**Licensing or Skill-Certifying Organizations For This Occupation:** None applicable.

**Promotional Opportunities/Career Ladders:** Titles of positions to which workers in this occupation may be promoted include: "Apprentice Clerk"; "Assistant Cook"; "Assistant Manager"; "Cashier"; "Cook"; "Department (or Deli) Manager"; "Food Service Manager (or Director)"; "Produce Apprentice"

### **Training Providers\***

	City	Main Phone #	Website or Department Email or Ph. Contact
Clear Lake Community College	Clearlake	(707)995-7900	<a href="http://clearlake.yccd.edu/instruction/index.htm">http://clearlake.yccd.edu/instruction/index.htm</a>
Tri-County ROP	Yuba City	(530)822-2952	<a href="http://www.sutter.k12.ca.us/ROP/rop.htm">http://www.sutter.k12.ca.us/ROP/rop.htm</a>
Yuba Community College	Marysville	(530)741-6700	<a href="http://www.yccd.edu/vocational_programs/index.htm">http://www.yccd.edu/vocational_programs/index.htm</a>

\**Certificate-issuing* school names are printed in *italics*; and **degree-granting** schools (for this job) are in **bold** type.

**Note:** Clear Lake and Yuba Community College are not italicized/bolded here because their certificates/degrees are for Food Service Management. Yet, they are included here for this occupation because completion of even several of the classes in those programs would be considered meaningful training by employers, & such training is available.

**Disclaimer:** The Employment Development Department (EDD) does not endorse the schools listed. Also, training programs change frequently, so we suggest contacting the schools to verify training information.

# Construction Managers

**OES Code:** 150170

**Survey Year:** 2002

**OES Definition:** Construction Managers plan, organize, direct, control, or coordinate, usually through subordinate supervisory personnel, activities concerned with the construction and maintenance of structures, facilities, and systems, including specialized construction fields, such as carpentry or plumbing. Does not include general managers of large construction contracting firms.

**Other Job Titles Used By Other Job Classification Systems: SOC & O\*Net:** Same title used w/code 11-9021.00

**DOT:** "Contractor"; "Railroad Construction Manager"; "Superintendent, Construction"; and "Supervisor, Bridges & Buildings" **Other Titles Used By Employers Responding To This Survey:** "Foreman"; "Project Superintendent"; "Public Works Maintenance Supervisor"; "Senior Transportation Engineer"; "Site Supervisor"

**Other Duties of Jobs Included (not specified in above definition):** 1) Studies job specifications to plan and approve construction of project; 2) Contracts to perform work in accordance with specifications; 3) Interprets & explains plans and contract terms to staff, workers, & clients; 4) Directs/supervises workers on site to ensure project specifications are met; 5) Inspects/reviews construction work and reports to ensure specifications met; 6) Confers with supervisory personnel regarding work procedures and problems; 7) Makes reports on progress, costs and scheduling

## Employer Requirements

### Work Experience:

*Not*

**Required:** 100% **Preferred:** 0% **Required:** 0%  
Employers require or prefer applicants to have 24 – 60 months of experience in this occupation (avg. 52 mos.).

**Of employers requiring experience (100%):**

As a substitute for experience, 6% (one employer) will accept 12 months training; and 41% will accept 36 - 60 months experience in construction related occupations.

**Level of Education:** 35% of employers do not require a high school degree or equivalent; 59% require a high school degree or equivalent; and 6% (one employer) requires a bachelor degree.

### Technical/Vocational Training and/or Certification:

6% of employers (one employer) preferred applicants to have 2 months of training -- in heavy equipment operation. 0% required training. Per state regulations, most construction managers need building contractor license.

### Skills and Qualifications:

~ Construction experience	~ Organizing, planning, and coordinating work and activities of others
~ Knowledge of laws and regulations guiding construction and contracts	~ Inspecting equipment, structures, or material
~ Ability to draft & adhere to appropriate contracts	~ Report writing and record-keeping on forms, logs, or by computer
~ Gathering information needed to make decisions and solve problems	~ Supervisory skills

## Wages and Benefits

### Hourly Wages:

### Range

### Median

**New Hires, No Experience:** not applicable not applicable

**New Hires, Experienced:** \$14.92 – 25.00 \$19.18

**After 3 Years With Firm:** \$17.05 – 30.00 \$22.86

## Hours Worked & Shifts

**Full-time:** 98%; avg. 41 hrs/wk

**Part-time:** 0%

**Temp/Seas:** 2%; avg. 40 hrs/wk

All employers have day shifts; and 6% have swing and overnight hrs.

### Benefits:

### % of Employers Offering Benefits

Plan Offered, But

No Plan

Employer Pays All

Shared Cost

Employee Pays All

Offered

	Full-Time		P-T		F-T		P-T		F-T		P-T	
<b>Medical Insurance</b>	69	na	31	na	0	na	6	na	6	na	na	na
<b>Dental Insurance</b>	56	na	25	na	0	na	25	na	25	na	na	na
<b>Vision Insurance</b>	50	na	13	na	0	na	44	na	44	na	na	na
<b>Life Insurance</b>	63	na	6	na	0	na	38	na	38	na	na	na
<b>Sick Leave</b>	75	na	0	na	0	na	31	na	31	na	na	na
<b>Vacation</b>	94	na	0	na	0	na	13	na	13	na	na	na
<b>Retirement Plan</b>	6	na	56	na	0	na	44	na	44	na	na	na
<b>Other</b>	0	na	0	na	0	na	100	na	100	na	na	na

## Union or Collective Bargaining Status

18% of responding employers indicated their employees are unionized/organized for this occupation.

### Gender

93% Male

7% Female

<p><b>Where the Jobs Are - Industries Employing Occupation:</b></p> <ul style="list-style-type: none"> <li>~ General Contractors - Residential, Commercial &amp; Industrial</li> <li>~ Highway, Street, Bridge &amp; Elevated Highway Construction</li> <li>~ Water, Sewer, Pipeline, Communications, &amp; Power Line Construction</li> <li>~ Masonry and Stone Work ~ Concrete Work ~ Electrical Work</li> <li>~ Plastering, Drywall, and Insulation ~ Excavation and Mining</li> </ul>	<p><b>Size of the Occupation:</b> Medium</p> <p><b>EDD Projections:</b> 1999: 100 2006: 125</p> <p><b>7 yr. Growth Rate:</b> faster than average(25%)</p>								
<p><b>Growth Trends:</b> 100% of employers surveyed expected their employment in this occupation to <i>remain stable</i> in the next 24 months; none expected it to grow or decline. 18% <i>grew</i> in the last year.</p>	<p><b>Projections for Job Openings:</b></p> <table> <tr> <td>EDD Projections</td> <td><b>1999 to 2006</b></td> </tr> <tr> <td>New Jobs through 2006:</td> <td>25</td> </tr> <tr> <td>Separations through 2006:</td> <td>15</td> </tr> <tr> <td>Total Job Openings to 2006:</td> <td>40</td> </tr> </table>	EDD Projections	<b>1999 to 2006</b>	New Jobs through 2006:	25	Separations through 2006:	15	Total Job Openings to 2006:	40
EDD Projections	<b>1999 to 2006</b>								
New Jobs through 2006:	25								
Separations through 2006:	15								
Total Job Openings to 2006:	40								

## Supply and Demand

### Degree of Difficulty Finding *Qualified* Applicants:

- 1) Employers Wanting to Hire *Only Experienced* Workers for this Occupation:
- 2) Employers Who Hire Applicants *With or Without Work Experience* in this Occupation:

Not Difficult	Moderately Difficult	Very Difficult
		X
Not Applicable:	All employers require experience.	

From the perspective of *qualified* applicants (*i.e., those with appropriate skills & abilities*): the job market for those with work experience is not competitive.

**Turnover:** The survey revealed a turnover rate of 5% for employees in this occupation in the past 12 months.

**Recruitment:** The most common and successful recruitment methods reported by employers for this occupation were: in-house promotion and transfer; newspaper ads; and employee referrals.

## Other Information

**Employer Responses:** 17 employers, representing 156 employees in this occupation, provided responses used in developing the analysis for this occupational profile.

**Other Resources for Information About This Occupation:** Further details on tasks; required knowledge, skills, and abilities are available at the O\*Net Online website: <http://online.onetcenter.org/report?r=1&id=27> And at the Bureau of Labor Statistics website: <http://www.bls.gov/oco/ocos005.htm> More information available from licensing organization.

**Licensing or Skill-Certifying Organizations For This Occupation:** CA Contractors State License Board oversees Registrar of Contractors for licenses and certifications, (800) 321-2752, [www.cslb.ca.gov](http://www.cslb.ca.gov) General or specialty licenses are needed, and special certifications for asbestos or hazardous material removal.

**Promotional Opportunities/Career Ladders:** Titles of positions to which workers in this occupation may be promoted include: "Cost Estimator"; "Project Manager"; "Supervising Transportation Engineer"

Training Providers*	City	Main Phone #	Website or Department Email or Ph. Contact
California State University, Chico	Chico	(530)898-4636	<a href="http://www.csuchico.edu/pa/fdb/cm.html">http://www.csuchico.edu/pa/fdb/cm.html</a>

\*Certificate-issuing school names are printed in *italics*; and degree-granting schools (for this job) are in **bold** type.

**Disclaimer:** The Employment Development Department (EDD) does not endorse the schools listed. Also, training programs change frequently, so we suggest contacting the schools to verify training information.



# Emergency Medical Technician - I

**OES Code:** 325081

**Survey Year:** 2002

**OES Definition:** Emergency Medical Technicians-I are ambulance attendants or drivers who are trained and certified to provide emergency basic life support at the scene of an emergency and during ambulance transport to hospitals. Does not include Firefighters trained as EMT-I.

**Other Job Titles Used By Other Job Classification Systems: SOC & O\*Net:** "Emergency Medical Technicians and Paramedics", with code 29-2041.00 **DOT:** "Emergency Medical Technician" (not including paramedics)

**Other Titles Used By Employers Responding To This Survey:** With four fire districts providing emergency and non-emergency medical transport in Lake County, "Engineer/EMT" and "Firefighter/EMT" are used.

**Other Duties of Jobs Included (not specified in above definition):** 1) Administers first-aid treatment and life support care to sick or injured persons in prehospital setting; 2) Assists in removal and transport of victims to treatment center; 3) Assesses nature and extent of illness or injury to establish and prioritize medical procedures; 4) Observes, records, and reports patient's condition and reactions to drugs and treatment to physician; 5) Monitors patient's condition, using electrocardiograph; 6) Communicates with treatment center personnel to arrange reception of victims and to receive instructions for further treatment; 7) Assists treatment center personnel to obtain and record victim's vital statistics, and to administer emergency treatment; 8) Assists treatment center personnel by communicating information on circumstances of emergency; 9) Drives mobile intensive care unit to specified location, following instructions from emergency medical dispatcher; 10) Transports non-emergency patients; 11) Maintains vehicles, medical and communication equipment, and replenishes first-aid equipment & supplies.

## Employer Requirements

### Work Experience:

*Not*

**Required:** 0% **Preferred:** 100% **Required:** 0%  
Preferred experience in this occupation ranges from 3 – 12 months (avg. 6 mos.).

**Of employers requiring or preferring experience (100%):**  
83% will accept 3 – 6 months training as a substitute for experience; and 60% will accept 3 – 6 months experience in similar patient/health care occupations.

**Level of Education:** 17% of employers do not require a high school degree or equivalent; 83% require a high school degree/equiv.; and none require higher education.

### Technical/Vocational Training and/or Certification:

100% of employers require applicants to have 3 – 6 months (avg. 4 mos.) of EMT - I training. Certification needed from regional Emergency Medical Services Agency

### Skills and Qualifications:

~ First Aid and CPR  
~ Ability to assess injuries, seizures, or illnesses; to report conditions to base physician; and to follow immediate care directions  
~ Ability to use patient monitoring equipment  
~ Knowledge of proper techniques for moving injured or ill persons  
~ Record-keeping

## Wages and Benefits

### Hourly Wages:

#### Range

#### Median

<b>New Hires, No Experience:</b>	\$6.75 – 15.00	\$8.50
<b>New Hires, Experienced:</b>	\$7.00 – 15.00	\$8.58
<b>After 3 Years With Firm:</b>	\$7.55 – 16.00	\$9.10

## Hours Worked & Shifts

**Full-time:** 46%; avg. 69 hrs/wk  
**Part-time:** 16%; avg. 30 hrs/wk  
**Temp/Seas:** 37%; avg. 13 hrs/wk  
83% of employers have day, swing, overnight, on-call or 13-24 hr. shifts.

### Benefits:

#### % of Employers Offering Benefits

Plan Offered, But

No Plan

Employer Pays All

Shared Cost

Employee Pays All

Offered

	Full-Time		P-T		Full-Time		P-T		F-T		P-T		F-T		P-T	
<b>Medical Insurance</b>	0	0	100	0	0	0	0	0	0	0	0	100	0	0	100	0
<b>Dental Insurance</b>	0	0	100	0	0	0	0	0	0	0	0	100	0	0	100	0
<b>Vision Insurance</b>	25	0	50	0	25	0	0	0	25	0	0	100	0	0	100	0
<b>Life Insurance</b>	75	0	0	0	0	0	0	0	0	0	25	100	25	0	100	0
<b>Sick Leave</b>	100	0	0	0	0	0	0	0	0	0	0	100	0	0	100	0
<b>Vacation</b>	100	0	0	0	0	0	0	0	0	0	0	100	0	0	100	0
<b>Retirement Plan</b>	25	0	75	0	0	0	0	0	0	0	0	100	0	0	100	0
<b>Other</b>	0	0	25	0	0	0	0	0	0	0	75	100	75	0	100	0

## Union or Collective Bargaining Status

17% of responding employers indicated their employees are unionized for this occupation.

## Gender

70% Male  
30% Female

**Where the Jobs Are - Industries Employing Occupation:**

- ~ General Medical and Surgical Hospitals
- ~ Emergency and Medical Transport Services
- ~ Fire Protection Districts (only in Lake County for this area)

**Size of the Occupation:** Medium**EDD Projections:** 1999: 90 2006: 110**7 yr. Growth Rate:** faster than average (22%)**Projections for Job Openings:**EDD Projections **1999 to 2006****New Jobs** through 2006: 20**Separations** through 2006: 80**Total Job Openings** to 2006: 100

**Growth Trends:** 83% of employers surveyed expected their employment in this occupation to *remain stable* in the next 24 months; 0% expected it to *grow* in the next 24 months. 33% *grew* in last year.

**Supply and Demand****Degree of Difficulty Finding *Qualified* Applicants:**

	Not Difficult	Moderately Difficult	Very Difficult
1) Employers Wanting to Hire <i>Only Experienced Workers</i> for this Occupation:	Not Applicable;	No employers require experience.	
2) Employers Who Hire Applicants <i>With or Without Work Experience</i> in this Occupation:	X		

**Turnover:** The survey revealed a turnover rate of 30% for employees in this occupation in the past 12 months.

**Recruitment:** The most common and successful recruitment methods reported by employers for this occupation were: employee referrals; "other" means such as postings, word of mouth and local Emergency Medical Services Agency referrals; and walk-in applicants.

**Other Information**

**Employer Responses:** 6 employers, representing 99 employees in this occupation, provided responses used in developing the analysis for this occupational profile.

**Other Resources for Information About This Occupation:** EDD Occupational Guide (1995) available at LMID website: <http://www.calmis.ca.gov/file/ocguide/PARAMED.HTM> Further details available at O\*Net On-line website: <http://online.onetcenter.org/report?r=1&id=315> And at the Bureau of Labor Statistics website: <http://stats.bls.gov/oco/ocos101.htm>

**Licensing or Skill-Certifying Organizations For This Occupation:** Certifications/licenses from Basic Life Support to Advanced Life Support levels from Emergency Medical Services Agency (EMSA) regional authorities: Northern California EMS in Redding, (530)229-3979, <http://www.norcalems.org/>, covers Colusa & Glenn counties; Sierra-Sacramento Valley EMS in Rocklin, (916)625-1701, <http://www.ssvems.com/>, covers Sutter & Yuba counties; and North Coast EMS (707)445-2081, <http://www.northcoastems.com/>, covers Lake County. The state EMSA website, with effective and pending regulations, is: <http://www.emsa.ca.gov/>

**Promotional Opportunities/Career Ladders:** Titles of positions to which workers in this occupation may be promoted include: "Captain"; "Field Supervisor"; "Paramedic"

**Training Providers\***

	City	Main Phone #	Website or Department Email or Ph. Contact
<i>Absolute Safety Training</i>	Willows	(530)934-7257	<a href="http://absolutesafetytraining.org/">http://absolutesafetytraining.org/</a>
<i>American River College</i>	Sacramento	(916)570-5000	<a href="http://www.arc.losrios.edu/~safety/">http://www.arc.losrios.edu/~safety/</a>
<i>Butte Comm. College-Butte Co.</i>	Oroville	(530)895-2511	<a href="http://butte.cc.ca.us/offerProg.html">http://butte.cc.ca.us/offerProg.html</a>
<i>Sierra Community College</i>	Rocklin	(916)781-6250	<a href="http://sierra.cc.ca.us/programs.html">http://sierra.cc.ca.us/programs.html</a>
<i>Yuba Community College</i>	Marysville	(530)741-6700	<a href="http://yuba.cc.ca.us/">http://yuba.cc.ca.us/</a> (530)749-3895

\*Certificate-issuing school names are printed in *italics*; and degree-granting schools (for this job) are in **bold** type.

**Disclaimer:** The Employment Development Department (EDD) does not endorse the schools listed. Also, training programs change frequently, so we suggest contacting the schools to verify training information.

# Emergency Medical Technician - Paramedic

OES Code: 325083

Survey Year: 2002

**OES Definition:** EMTs-Paramedic, in addition to duties and supervision of EMTs-I & II, are ambulance attendants/drivers who are trained and certified to provide emergency basic life support at the scene of an emergency & during transport to hospitals, including emergency advanced life support under medical control, using a broad range of sophisticated life-saving equipment, techniques, and drugs. Does not include Firefighters trained as Paramedics.

**Other Job Titles Used By Other Job Classification Systems: SOC & O\*Net:** "Emergency Medical Technicians and Paramedics", with code 29-2041.00 **DOT:** "Paramedic" (not including EMTs I & II)

**Other Titles Used By Employers Responding To This Survey:** With four fire districts providing emergency and non-emergency medical transport in Lake County, "Engineer/Paramedic" and "Firefighter/Paramedic" are used.

**Other Duties of Jobs Included (not specified in above definition):** 1) Administers treatment and advanced life support care to sick or injured persons in prehospital setting; 2) Removal and transports victims to treatment/trauma center; 3) Assesses nature and extent of illness or injury to establish and prioritize medical procedures; 4) Observes, records, and reports patient's condition and reactions to drugs and treatment to physician; 5) Monitors patient's condition, using electrocardiograph and other advanced equipment; 6) Communicates with treatment center personnel to arrange reception of victims and to receive instructions for further treatment; 7) Assists treatment center MDs by recording victim's vital statistics and administering emergency treatment; 8) Assists treatment center personnel by communicating information on circumstances of emergency; 9) Drives mobile intensive care unit to specified location, following instructions from emergency dispatcher; 10) Transports non-emergency patients; 11) Maintains vehicles, medical and communication equipment, and replenishes first-aid equipment and supplies.

## Employer Requirements

### Work Experience:

*Not*

Required: 17% Preferred: 83% *Required:* 0%

Required or preferred experience in this occupation ranges from 3 – 12 months, and averages 6 months.

Of employers requiring or preferring experience (100%):

67% will accept 3 – 12 months training as substitute for experience; & 50% will accept 6 - 12 months experience as an EMT-I, firefighter, or in prehospital patient care.

**Level of Education:** 17% of employers do not require a high school degree or equivalent; 67% require a high school degree/equiv.; and 17% require associates degree.

### Technical/Vocational Training and/or Certification:

100% of employers require applicants to have 2 – 24 months (avg. 10 mos.) of Paramedic training. Certification needed from Emergency Medical Services Agency.

### Skills and Qualifications:

~ First Aid, CPR & ALS (Advanced Life Support)  
~ Ability to assess injuries; to report conditions to base physician; and to follow immediate care directions  
~ Ability to use monitoring & ALS equipment & drugs  
~ Knowledge of proper techniques for moving injured or ill persons  
~ Record-keeping

## Wages and Benefits

### Hourly Wages:

#### Range

#### Median

**New hires, No Experience:** \$9.42 – 12.56 \$10.27

**New Hires, Experienced:** \$9.50 – 12.56 \$9.99

**After 3 Years With Firm:** \$10.42 – 14.38 \$12.22

## Hours Worked & Shifts

*Full-time:* 62%; avg. 50 hrs/wk

*Part-time:* 20%; avg. 24 hrs/wk

*Temp/Seas:* 18%; avg. 26 hrs/wk

83% of employers have day, swing, overnight, on-call or 13-24 hr. shifts.

### Benefits:

#### % of Employers Offering Benefits

Plan Offered, But

No Plan

Employer Pays All

Shared Cost

Employee Pays All

Offered

	Full-Time		P-T		Full-Time		P-T		F-T		P-T		F-T		P-T	
<b>Medical Insurance</b>	33	0	67	33	0	0	0	0	0	0	0	67	0	67	0	67
<b>Dental Insurance</b>	17	0	67	33	0	0	17	0	17	0	17	67	33	67	0	67
<b>Vision Insurance</b>	33	33	33	0	0	0	0	0	0	0	33	67	33	67	0	67
<b>Life Insurance</b>	67	33	0	0	0	0	0	0	0	0	33	67	33	67	0	67
<b>Sick Leave</b>	67	33	0	0	0	0	0	0	0	0	33	67	33	67	0	67
<b>Vacation</b>	83	33	0	0	0	0	0	0	0	0	17	67	17	67	0	67
<b>Retirement Plan</b>	17	0	67	33	0	0	0	0	0	0	17	67	17	67	0	67
<b>Other</b>	0	0	17	0	0	0	0	0	0	0	83	100	83	100	0	100

## Union or Collective Bargaining Status

33% of responding employers indicated their employees are unionized for this occupation.

## Gender

84% Male

16% Female

<p><b>Where the Jobs Are</b> - Industries Employing Occupation:</p> <ul style="list-style-type: none"> <li>~ General Medical and Surgical Hospitals</li> <li>~ Emergency and Medical Transport Services</li> <li>~ Fire Protection Districts (only in Lake County for this area)</li> </ul>	<p><b>Size of the Occupation:</b> Medium</p> <p><b>EDD Projections:</b> 1999: 95 2006: 120</p> <p><b>7 yr. Growth Rate:</b> faster than average (26%)</p>
<p><b>Growth Trends:</b> 40% of employers surveyed expected their employment in this occupation to <i>remain stable</i> in the next 24 months; 40% expected it to <i>grow</i> in the next 24 months. 33% <i>grew</i> in last year.</p>	<p><b>Projections for Job Openings:</b></p> <p>EDD Projections <b>1999 to 2006</b></p> <p><b>New Jobs</b> through 2006: 25</p> <p><b>Separations</b> through 2006: 55</p> <p><b>Total Job Openings</b> to 2006: 80</p>

## Supply and Demand

### Degree of Difficulty Finding *Qualified* Applicants:

	Not Difficult	Moderately Difficult	Very Difficult
1) Employers Wanting to Hire <i>Only Experienced</i> Workers for this Occupation:		X	
2) Employers Who Hire Applicants <i>With or Without Work Experience</i> in this Occupation:		X	

**Turnover:** The survey revealed a turnover rate of 10% for employees in this occupation in the past 12 months.

**Recruitment:** The most common and successful recruitment methods reported by employers for this occupation were: employee referrals; in-house promotion or transfer; newspaper ads; and “other” means such as postings, word of mouth and local Emergency Medical Services Agency referrals.

## Other Information

**Employer Responses:** 6 employers, representing 104 employees in this occupation, provided responses used in developing the analysis for this occupational profile.

**Other Resources for Information About This Occupation:** EDD Occupational Guide (1995) available at LMID website: <http://www.calmis.ca.gov/file/occguide/PARAMED.HTM> Further details available at O\*Net On-line website, specifically at: <http://online.onetcenter.org/report?r=1&id=315> And at the Bureau of Labor Statistics website: <http://stats.bls.gov/oco/ocos101.htm>

**Licensing or Skill-Certifying Organizations For This Occupation:** Certifications/licenses from Basic Life Support to Advanced Life Support levels from Emergency Medical Services Agency (EMSA) regional authorities: Northern California EMS in Redding, (530)229-3979, <http://www.norcalems.org/>, covers Colusa & Glenn counties; Sierra-Sacramento Valley EMS in Rocklin, (916)625-1701, <http://www.ssvems.com/>, covers Sutter & Yuba counties; and North Coast EMS (707)445-2081, <http://www.northcoastems.com/>, covers Lake County. The state EMSA website is: <http://www.emsa.ca.gov/>

**Promotional Opportunities/Career Ladders:** Titles of positions to which workers in this occupation may be promoted include: “Captain”; “Field Supervisor”; “Paramedic - Charge”

<b>Training Providers*</b>	<b>City</b>	<b>Main Phone #</b>	<b>Website or Department Email or Ph. Contact</b>
<i>Absolute Safety Training</i>	Willows	(530)934-7257	<a href="http://absolutesafetytraining.org/">http://absolutesafetytraining.org/</a>
<i>American River College</i>	Sacramento	(916)570-5000	<a href="http://www.arc.losrios.edu/~safety/">http://www.arc.losrios.edu/~safety/</a>
<i>Butte Comm. College-Butte Co.</i>	Oroville	(530)895-2511	<a href="http://butte.cc.ca.us/offerProg.html">http://butte.cc.ca.us/offerProg.html</a>

\*Certificate-issuing school names are printed in *italics*; and **degree-granting** schools (for this job) are in **bold** type.

**Disclaimer:** The Employment Development Department (EDD) does not endorse the schools listed. Also, training programs change frequently, so we suggest contacting the schools to verify training information.



# General Office Clerks

**OES Code:** 553470

**Survey Year:** 2002

**OES Definition:** General Office Clerks perform a wide variety of tasks. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of bookkeeping, typing, stenography, office machine operation, & filing. Does not include workers whose duties are narrowly defined.

**Other Job Titles Used By Other Job Classification Systems: SOC & O\*Net:** “Office Clerks-General”, 43-9061.00 “Receptionists and Information Clerks”, 43-4171.00 (latter not direct match, but related) **DOT:** “Administrative Clerk”; “Clerk, General”; “Information Clerk”; “Referral and Information Aide”; “Utility Clerk”; and 64 related other titles.

**Other Titles Used By Employers Responding To This Survey:** “Administrative Asst.-Extra Help”; “Administrative Clerk I & II”; “Board Clerk”; “Central Services Assistant”; Clerical Assistant (or Specialist); “Clerk-Typist”; “Confidential Administrative Clerk I, II & III”; “Deputy Clerk-Recorder”; “Elections Clerk”; “Miscellaneous Administrative Clerk I, II & III”; “Office Assistant I, II & III”; “Office Clerk (or Specialist)”

**Other Duties of Jobs Included (not specified in above definition):** 1) Compiles, copies, sorts, and files records of office activities & transactions; 2) Operates office machines-copier, fax machine, & personal computer; 3) Prepares and/or types forms, correspondence, contracts, or policies, using typewriter or computer; 4) Prepares invoices, bills or checks; 5) Computes & records data; 6) Proofreads documents; 7) Addresses, stuffs, stamps & mails items; sorts & distributes incoming mail; 8) Orders supplies & services; 9) Answers telephone, responds to requests, delivers messages, & runs errands; 10) Reviews records to obtain information to respond to requests.

## Employer Requirements

**Work Experience:** *Not*  
**Required:** 40% **Preferred:** 33% **Required:** 27%  
 Employers require or prefer applicants to have 3 – 24 months of experience in this occupation (avg. 8 mos.).  
**Of employers requiring or preferring experience (73%):**  
 As a substitute for experience, 64% accept 1 - 12 months training; and 60% will accept 6 - 12 months experience in related office support occupations.  
**Level of Education:** 7% of employers do not require a high school degree or equivalent; 93% require a high school degree or equivalent; and none require more.

**Technical/Vocational Training and/or Certification:**  
 13% of employers require or prefer applicants to have 1 – 3 months (avg. 2 mos.) of office skills training.

### Skills and Qualifications:

~ Communicate effectively verbally & in writing with co-workers, suppliers, and customers  
 ~ Follow instructions and office policies/procedures  
 ~ Ability to use phone/mail systems and fax machines  
 ~ Computer skills: word-processing, spreadsheet, database; and maintain electronic files/records  
 ~ Organize and retrieve information & documents in hard copy file system  
 ~ Customer service

<b>Wages and Benefits</b>	<b>Non-Union</b>	<b>Union</b>	<b>Non-Union</b>	<b>Union</b>
<b>Hourly Wages:</b>	<b>Range</b>	<b>Range</b>	<b>Median</b>	<b>Median</b>
<b>New Hires, No Experience:</b>	\$6.75 - 7.00	\$8.19 - 10.92	\$6.88	\$9.72
<b>New Hires, Experienced:</b>	\$7.00 – 10.47	\$8.26 – 12.66	\$8.00	\$10.26
<b>After 3 Years With Firm:</b>	\$7.00 – 13.00	\$9.51 – 14.68	\$9.50	\$11.69

<b>Hours Worked &amp; Shifts</b>
<b>Full-time:</b> 84%; avg. 40 hrs/wk
<b>Part-time:</b> 4%; avg. 20 hrs/wk
<b>Temp/Seas:</b> 12%; avg. 22 hrs/wk
All employers have day shifts, and none have swing or overnight hrs.

<b>Benefits:</b>	<b>% of Employers Offering Benefits</b>				<b>Plan Offered, But</b>		<b>No Plan</b>	
	<b>Employer Pays All</b>		<b>Shared Cost</b>		<b>Employee Pays All</b>		<b>Offered</b>	
	<b>Full-Time</b>	<b>P-T</b>	<b>Full-Time</b>	<b>P-T</b>	<b>F-T</b>	<b>P-T</b>	<b>F-T</b>	<b>P-T</b>
<b>Medical Insurance</b>	58	0	42	43	0	0	0	57
<b>Dental Insurance</b>	58	0	42	43	0	0	0	57
<b>Vision Insurance</b>	67	0	33	29	0	0	0	71
<b>Life Insurance</b>	92	14	8	14	0	0	0	71
<b>Sick Leave</b>	92	43	8	0	0	0	0	57
<b>Vacation</b>	92	43	8	0	0	0	0	57
<b>Retirement Plan</b>	58	0	33	29	0	14	8	57
<b>Other</b>	0	0	0	0	0	0	100	100

## Union or Collective Bargaining Status

53% of responding employers indicated their employees are unionized for this occupation.

## Gender

5% Male  
 95% Female

**Where the Jobs Are - Industries Employing Occupation:**

- ~ School Districts, Colleges, Universities, and Private Schools
- ~ Social Service, Job Training, Rehabilitation, and Law Enforcement
- ~ Business & Civic Associations ~ State/Local Government
- ~ Real Estate Agents & Managers ~ General Contractors
- ~ Membership Sports & Recreation Clubs ~ Religious Organizations

**Growth Trends:** 87% of employers surveyed expected their employment in this occupation to *remain stable* in the next 24 months; 7% expected it to *grow* in the next 24 months. 33% *grew* in last year.

**Size of the Occupation:** Very Large

**EDD Projections:** 1999: 1,325 2006: 1,560

**7 yr. Growth Rate:** average (18%)

**Projections for Job Openings:**

EDD Projections **1999 to 2006**

**New Jobs** through 2006: 235

**Separations** through 2006: 280

**Total Job Openings** to 2006: 515

**Supply and Demand**

**Degree of Difficulty Finding *Qualified* Applicants:**

- 1) Employers Wanting to Hire *Only Experienced* Workers for this Occupation:
- 2) Employers Who Hire Applicants *With or Without Work Experience* in this Occupation:

	Not Difficult	Moderately Difficult	Very Difficult
1) Employers Wanting to Hire <i>Only Experienced</i> Workers for this Occupation:		X	
2) Employers Who Hire Applicants <i>With or Without Work Experience</i> in this Occupation:	X		

**Turnover:** The survey revealed a turnover rate of 20% for employees in this occupation in the past 12 months.

**Recruitment:** The most common and successful recruitment methods reported for this occupation were: newspaper ads; employee referrals; walk-in applicants; and posting at agency offices.

**Other Information**

**Employer Responses:** 15 employers, representing 254 employees in this occupation, provided responses used in developing the analysis for this occupational profile.

**Other Resources for Information About This Occupation:** EDD Occupational Guide (1997) available at LMID website: <http://www.calmis.ca.gov/file/ocguide/CLERKOFCC.HTM> Further details available at O\*Net On-line website: <http://online.onetcenter.org/report?r=1&id=497> And from Bureau of Labor Statistics website: <http://stats.bls.gov/oco/ocos130.htm>

**Licensing or Skill-Certifying Organizations For This Occupation:** None applicable.

**Promotional Opportunities/Career Ladders:** Titles of positions to which workers in this occupation may be promoted include: "Administrative Assistant"; "Department Secretary"; "Editor"; "Office Manager (or Supervisor)"; "Secretary"

**Training Providers\***

	City	Main Phone #	Website or Department Email or Ph. Contact
<i>Butte Community College- Glenn</i>	Orland	(530)865-9728	<a href="http://www.butte.cc.ca.us/offerProg.html">http://www.butte.cc.ca.us/offerProg.html</a>
<i>Cambridge Career College</i>	Yuba City	(530)674-9199	
<i>Clear Lake Community College</i>	Clearlake	(707)995-7900	<a href="http://clearlake.yccd.edu/instruction/index.htm">http://clearlake.yccd.edu/instruction/index.htm</a>
<i>Glenn County Adult Program</i>	Willows	(530)934-6575	<a href="http://www.glenn-co.k12.ca.us/gcoe/GAP/">http://www.glenn-co.k12.ca.us/gcoe/GAP/</a>
<i>Mendocino Community College</i>	Ukiah	(707)468-3102	<a href="http://www.mendocino.cc.ca.us/index.html">http://www.mendocino.cc.ca.us/index.html</a>
<i>Tri-County ROP</i>	Yuba City	(530)822-2952	<a href="http://www.sutter.k12.ca.us/ROP/rop.htm">http://www.sutter.k12.ca.us/ROP/rop.htm</a>
<i>Yuba Community College</i>	Marysville	(530)741-6700	<a href="http://www.yuba.cc.ca.us/">http://www.yuba.cc.ca.us/</a>

\*Certificate-issuing school names are printed in *italics*; and degree-granting schools (for this job) are in **bold** type.

**Disclaimer:** The Employment Development Department (EDD) does not endorse the schools listed. Also, training programs change frequently, so we suggest contacting the schools to verify training information.

# Guards and Watch Guards

**OES Code:** 630470

**Survey Year:** 2002

**OES Definition:** Guards and Watch Guards stand guard at entrance gates or walk about premises of business or industrial establishments or private residences to prevent theft, violence, or infractions of rules; they guard property against fire, theft, vandalism, and illegal entry; they direct patrons or employees and answer questions relative to services of establishments. They control traffic to and from buildings and grounds.

**Other Job Titles Used By Other Job Classification Systems: SOC & O\*Net:** "Security Guards", 33-9032.00

**DOT:** "Airline Security Representative"; "Armored-Car Guard and Driver"; "Bodyguard"; "Bouncer"; "Gate Guard"; "Golf Course Ranger"; "Guard-Security" **Other Titles Used By Surveyed Employers:** "Security Personnel"

**Other Duties of Jobs Included (not specified in above definition):** 1) Answers alarms and investigates disturbances; 2) Warns persons of rule violations, and apprehends or evicts violators, using force when necessary; 3) Calls police/fire departments in cases of emergency, such as fire or presence of unauthorized persons; 4) Writes reports of activities & irregularities; 5) Guards & drives armored vehicle to transport money & valuables to prevent theft & ensure safe delivery; 6) Transports people to specified locations, providing personal protection.

## Employer Requirements

### Work Experience:

*Not*

**Required:** 13% **Preferred:** 47% **Required:** 40%

Employers require or prefer applicants to have 6 – 12 months of experience in this occupation (avg. 7 mos.).

**Of employers requiring or preferring experience (60%):**

As a substitute for experience, 44% will accept 3 – 6 months training; and 57% will accept 6 – 12 months experience in similar occupations (including truck driving or where worker has been responsible for property and/or worked late/overnight).

**Level of Education:** 87% of employers reported requiring a high school degree or equivalent; and none require any higher education.

### Technical/Vocational Training and/or Certification:

7% of employers require or prefer applicants to have training. If position with licensed private patrol operator, license needed with background check/fingerprinting and Power to Arrest training and certification. If firearm or baton carried in job with any private firm, certified training for each required.

### Skills and Qualifications:

~ Clean police record  
~ Being aware of others' actions and reactions  
~ Driving while observing  
~ Knowledge & ability to safely apprehend and evict or arrest violators & calm troublesome situations

~ Inspecting and adjusting security systems/equipment to ensure operational use and to detect any tampering  
~ Use screening devices to prevent prohibited articles  
~ Use two-way radio  
~ First Aid/CPR

## Wages and Benefits

### Hourly Wages:

#### Range

#### Median

**New Hires, No Experience:**

\$6.75 – 9.00

\$8.00

**New Hires, Experienced:**

\$7.00 – 10.42

\$8.00

**After 3 Years With Firm:**

\$8.00 – 12.34

\$10.00

## Hours Worked & Shifts

**Full-time:** 43%; avg. 40 hrs/wk

**Part-time:** 25%; avg. 26 hrs/wk

**Temp/Seas:** 32%; avg. 24 hrs/wk

93% of employers have day shifts; 80% have swing; & 60% overnight.

## Benefits: % of Employers Offering Benefits

Employer Pays All

Shared Cost

Plan Offered, But Employee Pays All

No Plan Offered

	Full-Time		P-T		F-T		P-T	
<b>Medical Insurance</b>	55	20	36	10	0	0	9	70
<b>Dental Insurance</b>	55	20	27	10	0	0	18	70
<b>Vision Insurance</b>	55	20	27	10	0	0	18	70
<b>Life Insurance</b>	64	20	9	0	0	0	27	80
<b>Sick Leave</b>	82	30	0	0	0	0	18	70
<b>Vacation</b>	100	30	0	0	0	0	0	70
<b>Retirement Plan</b>	18	10	45	20	0	0	36	70
<b>Other</b>	18	10	0	0	0	0	82	90

## Union or Collective Bargaining Status

13% of responding employers indicated their employees are unionized/organized for this occupation.

## Gender

76% Male

24% Female

**Where the Jobs Are - Industries Employing Occupation:**

- ~ Detective, Guard & Armored Car Services
- ~ Security Systems Services
- ~ Amusement & Recreation Services
- ~ Membership Sports & Recreation Clubs
- ~ Real Estate Agents & Managers
- ~ Hospitals
- ~ Hotels & Motels
- ~ Colleges
- ~ Drinking Places

**Growth Trends:** 80% of employers surveyed expected their employment in this occupation to *remain stable* in the next 24 months; 20% expected it to *grow* in the next 24 months. 13% *grew* in last year.

**Size of the Occupation:** Large

**EDD Projections:** 1999: 240 2006: 305

**7 yr. Growth Rate:** faster than average (27%)

**Projections for Job Openings:**

EDD Projections **1999 to 2006**

**New Jobs** through 2006: 65

**Separations** through 2006: 95

**Total Job Openings** to 2006: 160

**Supply and Demand**

**Degree of Difficulty Finding Qualified Applicants:**

- 1) Employers Wanting to Hire *Only Experienced* Workers for this Occupation:
- 2) Employers Who Hire Applicants *With or Without Work Experience* in this Occupation:

Not Difficult	Moderately Difficult	Very Difficult
X		
	X	

From the perspective of *qualified* applicants (*i.e., those with appropriate skills & abilities*): the job market for experienced applicants is competitive. This finding is due to fact that only two employers required experienced workers, and they had better overall compensation (wages & benefits) than average for the occupation; and thus would be expected to have many experienced workers apply when positions open.

**Turnover:** The survey revealed a turnover rate of 36% for employees in this occupation in the past 12 months.

**Recruitment:** The most common and successful recruitment methods reported by employers for this occupation were: newspaper ads; employee referrals; and walk-in applicants.

**Other Information**

**Employer Responses:** 15 employers, representing 302 employees in this occupation, provided responses used in developing the analysis for this occupational profile.

**Other Resources for Information About This Occupation:** EDD Occupational Guide (1997) available at LMID website: <http://www.calmis.ca.gov/file/occguide/SECURGRD.HTM> Further details available at O\*Net On-line website: <http://online.onetcenter.org/report?r=1&id=561> And at Bureau of Labor Statistics website: <http://www.bls.gov/oco/ocos159.htm> (Misc. Note: The rules of state BSIS, cited below, do not apply to Indian casinos.)

**Licensing or Skill-Certifying Organizations For This Occupation:** State license from CA Bureau of Security and Investigative Service, in Dept. of Consumer Affairs, [http://www.dca.ca.gov/bsis/forms/app\\_secg.pdf](http://www.dca.ca.gov/bsis/forms/app_secg.pdf), (916)322-4000. Reference to training providers for power to arrest, firearms, and baton training available at website.

**Promotional Opportunities/Career Ladders:** Titles of positions to which workers in this occupation may be promoted include: "Campus Police"; "Dispatcher"; "Lead Patrol Officer"; "Supervisor"

**Training Providers\***

**City**

**Main Phone#**

**Website or Department Email or Ph. Contact**

American River College

Sacramento

(916)570-5000

<http://www.arc.losrios.edu/~safety/>

~ At the Sacramento Regional Public Safety Training Center, at the former McClellan Air Force Base on the north side of Sacramento (within easy commuting distance from Yuba-Sutter area), American River College(ARC) provides inexpensive, one week/40 hr. "Arrest, Search & Seizure" training once or twice a month. Such training is necessary to gain the state license for security guard. If a guard also carries a firearm, firearms training is needed, too. ARC provides 16 hr. "Firearms Familiarization" training in several sessions, weekends & evenings, or days, about once a month. (No training in NCCC cos.)

\**Certificate-issuing* school names are printed in *italics*; and **degree-granting** schools (for this job) are in **bold** type.

**Disclaimer:** The Employment Development Department (EDD) does not endorse the schools listed. Also, training programs change frequently, so we suggest contacting the schools to verify training information.

Colusa, Glenn, Lake, Sutter, and Yuba Counties



# Heating, Air Conditioning, and Refrigeration Mechanics and Installers

**OES Code:** 859020

**Survey Year:** 2002

**OES Definition:** Heating, Air Conditioning, and Refrigeration Mechanics and Installers install and repair heating, air conditioning, and refrigeration systems. Their duties may include installation and repair of oil burners, hot-air furnaces, heating stoves, and similar equipment in homes and commercial establishments using hand and pipe threading tools. They may also install and repair cooling and central air conditioning systems. Does not include workers who do only plumbing and pipefitting work.

**Other Job Titles Used By Other Job Classification Systems: SOC & O\*Net:** Same title used, 49-9021.00

**O\*Net:** "Heating & Air Conditioning Mechanics", 49-9021.01; "Refrigeration Mechanics", 49-9021.02

**DOT:** "Furnace Installer-Repairer"; "Heating/AC Installer-Servicer"; "Oil Burner Servicer-Installer"; "Solar Energy System Installer" **Other Titles Used By Employers Responding To This Survey:** "Building Services Worker-HVAC"; "H & A Installers/Mechanics"; "HVAC Serviceman"; "Installers-Service Technicians"; "Journeyman"; "Mechanics"; "Serviceman"

**Other Duties of Jobs Included (not specified in above definition):** 1) Assembles & mounts heating or cooling equipment, following blueprints; 2) Installs auxiliary components and connects and adjusts thermostats, humidistats & timers; 3) Joins pipes/tubing to equipment and to fuel, water, or refrigerant source; 4) Installs duct work; 5) Repairs or replaces defective equipment/components/wiring; 6) Tests electrical circuits/components; 7) Cleans & oils systems; 8) Inspects & tests systems/components and pipe/pvc connections; 9) Adjusts system controls to recommended setting

## Employer Requirements

### Work Experience:

*Not*

**Required:** 63% **Preferred:** 37% **Required:** 0%

Employers require or prefer applicants to have 6 – 60 months of experience in this occupation (avg. 35 mos.).

Of employers requiring or preferring experience (100%):

As a substitute for experience, 25% will accept 3 - 6 months training, and 31% will accept 6 - 36 months experience in a related occupations like gas/propane service, electrical, pipefitting, or construction.

**Level of Education:** 94% of employers reported requiring a high school degree or equivalent; and none require any higher education.

### Technical/Vocational Training and/or Certification:

38% of employers prefer new hires to have 3 – 6 months (avg. 7 mos.) HVAC training. EPA refrigerant-handling exams and certifications required.

### Skills and Qualifications:

~ Use hand & power tools ~ Ability to use electrical test equipment & pressure gauges  
~ Cut and drill holes in floors, walls, and roof ~ Discuss and assess system needs or problems w/customer  
~ Soldering, pipe-threading, and welding skills needed for many jobs ~ Make installation or repair estimates while providing customer service  
~ Seal; wrap; insulate

## Wages and Benefits

### Hourly Wages:

#### Range

#### Median

**New Hires, No Experience:** \$7.50 – 10.00 \$8.25

**New Hires, Experienced:** \$8.50 – 15.80 \$12.00

**After 3 Years With Firm:** \$12.00 – 18.32 \$15.50

## Hours Worked & Shifts

**Full-time:** 100%; avg. 40 hrs/wk

**Part-time:** 0%

**Temp/Seas:** 0%

All employers have day shifts; and none have swing or overnight hrs.

### Benefits:

#### % of Employers Offering Benefits

Plan Offered, But

No Plan

Employer Pays All

Shared Cost

Employee Pays All

Offered

	Full-Time		P-T		F-T		P-T		F-T		P-T	
<b>Medical Insurance</b>	56	na	13	na	0	na	31	na				
<b>Dental Insurance</b>	44	na	6	na	0	na	50	na				
<b>Vision Insurance</b>	38	na	6	na	0	na	56	na				
<b>Life Insurance</b>	44	na	13	na	0	na	44	na				
<b>Sick Leave</b>	44	na	0	na	0	na	56	na				
<b>Vacation</b>	94	na	0	na	0	na	6	na				
<b>Retirement Plan</b>	13	na	44	na	6	na	38	na				
<b>Other</b>	0	na	0	na	0	na	100	na				

## Union or Collective Bargaining Status

19% of responding employers indicated their employees are unionized/organized for this occupation.

## Gender

96% Male

4% Female

Colusa, Glenn, Lake, Sutter, and Yuba Counties

**Where the Jobs Are** - Industries Employing Occupation:

- ~ Heating & Air Conditioning Dealers/Services
- ~ Refrigeration & Air Conditioning Dealers/Services
- ~ Natural Gas and Propane Dealers/Services
- ~ Electrical Services
- ~ School Districts, Colleges, Universities, & Private Schools
- ~ State/Local Government

**Growth Trends:** 94% of employers surveyed expected their employment in this occupation to *remain stable* in the next 24 months; 6% expected it to *grow* in the next 24 months. 13% *grew* in last year.

**Size of the Occupation:** Medium

**EDD Projections:** 1999: 95 2006: 120

**7 yr. Growth Rate:** faster than average (26%)

**Projections for Job Openings:**

EDD Projections **1999 to 2006**

**New Jobs** through 2006: 25

**Separations** through 2006: 40

**Total Job Openings** to 2006: 65

**Supply and Demand**

**Degree of Difficulty Finding Qualified Applicants:**

- 1) Employers Wanting to Hire *Only Experienced Workers* for this Occupation:
- 2) Employers Who Hire Applicants *With or Without Work Experience* in this Occupation:

Not Difficult	Moderately Difficult	Very Difficult
	X	
		X

**Turnover:** The survey revealed a turnover rate of 14% for employees in this occupation in the past 12 months.

**Recruitment:** The most common and successful recruitment methods reported by employers for this occupation were: newspaper ads; employee referrals; EDD; and in-house promotion or transfer.

**Other Information**

**Employer Responses:** 16 employers, representing 98 employees in this occupation, provided responses used in developing the analysis for this occupational profile.

**Other Resources for Information About This Occupation:** EDD Occupational Guide (1998) available at LMID website: <http://www.calmis.ca.gov/file/occguide/MECHHEAT.HTM> Further details available at O\*Net On-line: <http://online.onetcenter.org/report?r=1&id=745> and <http://online.onetcenter.org/report?r=1&id=746> And at Bureau of Labor Statistics website: <http://stats.bls.gov/oco/ocos192.htm> A unique site for HVAC links and information is: <http://www.learnhvac.com/links.htm> An established job and resume database serving HVAC/R and Controls Industry employers and job seekers is HVACjob.com: <http://www.hvacjob.com/>

**Licensing or Skill-Certifying Organizations:** EPA Refrigerant-Handling Certification Tests (Type I, II, III) given in North Valley area by Baker Distributing in Chico, (530)345-0077. Test Kit (for all types) with study materials is \$100; test is written (no demonstration of skills required). Broader skills certifications for HVAC-R technicians are provided by testing centers (businesses or schools) certified by ESCO Institute [www.escoinst.com](http://www.escoinst.com) (click on HVAC Excellence), or by North American Technician Excellence (NATE), [www.natex.org](http://www.natex.org) The Solano Co. Office of Education (see below) is the nearest entity certified by ESCO and NATE to train and test for their certifications. Vets w/DD214 qualify for \$10,000 to pass the 5 NATE tests. (Misc. Note: The North Valley needs more trainers for this.)

**Promotional Opportunities/Career Ladders:** Titles of positions promoted to: "Manager"; "Supervisor"

**Training Providers\***

	<u>City</u>	<u>Main Phone#</u>	<u>Website or Department Email or Ph. Contact</u>
Solano County Office of Education	Fairfield	(707) 421-6525	Larry Tow <a href="mailto:larryt@solanocoe.k12.ca.us">larryt@solanocoe.k12.ca.us</a> (707)422-8381

\*Certificate-issuing school names are printed in *italics*; and degree-granting schools (for this job) are in **bold** type.

**Disclaimer:** The Employment Development Department (EDD) does not endorse the schools listed. Also, training programs change frequently, so we suggest contacting the schools to verify training information.

Colusa, Glenn, Lake, Sutter, and Yuba Counties

# Instructional Aides

**OES Code:** 315211

**Survey Year:** 2002

**OES Definition:** Instructional Aides work under the direct supervision of classroom teachers to assist the teacher in instructional tasks, and activities involving games, sports, arts and crafts. They also do routine clerical tasks such as record keeping, maintaining classroom supplies, and operating office equipment. They may assist teachers with the instruction of mentally or physically handicapped pupils.

**Other Job Titles Used By Other Job Classification Systems: SOC & O\*Net:** “Teacher Assistants”, 25-9041.00  
DOT: “Teacher Aide”

**Other Titles Used By Employers Responding To This Survey:** “Bi-lingual Instructional Aide”; “Childrens Center Assistant”; “Healthy Start Family Liaison”; “Instructional Aide-Learning Handicapped”; “Integration Aide (or Assistant)”; “Language Resource Aide”; “Paraeducator”; “Personal Aide”; “Pre-School Aide (or Assistant)”; “Reading Aide”

**Other Duties of Jobs Included (not specified in above definition):** 1) Discusses assigned teaching area with classroom teacher to coordinate instructional efforts; 2) Prepares lesson outlines and plans in assigned area and submits to teacher for review; 3) Presents subject matter to students, using lecture, discussion, or supervised role-playing methods; 4) Assists with instructional media and materials; 5) Helps students, individually or in groups, with lesson assignments to reinforce learning concepts; 6) Confers with parents on student progress.

## Employer Requirements

### Work Experience:

**Required:** 12% **Preferred:** 59% **Not Required:** 29%

Employers require or prefer applicants to have 3 – 20 months of experience in this occupation (avg. 11 mos.).

**Of employers requiring or preferring experience (71%):**

As a substitute for experience, 67% will accept 3 - 20 months training; and 40% will accept 12 months experience in a similar occupation like youth services.

**Level of Education:** 95% of employers reported requiring a high school degree or equivalent; and 24% require associates degree.

### Technical/Vocational Training and/or Certification:

94% of employers reported not requiring technical or vocational training; 6% preferred applicants to have it.

### Skills and Qualifications:

~ Preparing teaching aids, like maps, bibliographies, charts, and graphs  
~ Administering and grading examinations  
~ Assisting students who have ESL or a LH –Bilingual or Special Ed, as needed

~ Teaching reading, writing, and math  
~ Patience with children  
~ Ability to control children and/or teenagers  
~ Ability to interview parents and youths to determine problem areas

## Wages and Benefits

### Hourly Wages:

**New Hires, No Experience:** **Non-Union Range** \$7.64 – 10.99 **Union Range** \$7.84 – 10.97 **Non-Union Median** \$9.03 **Union Median** \$9.47

**New Hires, Experienced:** **Non-Union Range** \$7.64 – 10.99 **Union Range** \$8.21 – 11.35 **Non-Union Median** \$9.06 **Union Median** \$9.97

**After 3 Years With Firm:** **Non-Union Range** \$7.64 – 10.99 **Union Range** \$8.58 – 13.13 **Non-Union Median** \$9.35 **Union Median** \$11.24

## Hours Worked & Shifts

**Full-time:** 22%; avg. 40 hrs/wk

**Part-time:** 70%; avg. 23 hrs/wk

**Temp/Seas:** 8%; avg. 11 hrs/wk

All employers have day shifts; none have swing or overnight hrs.

### Benefits:

#### % of Employers Offering Benefits

	Employer Pays All		Shared Cost		Plan Offered, But Employee Pays All		No Plan Offered	
	Full-Time	P-T	Full-Time	P-T	F-T	P-T	F-T	P-T
<b>Medical Insurance</b>	67	7	33	27	0	7	0	60
<b>Dental Insurance</b>	83	7	17	27	0	7	0	60
<b>Vision Insurance</b>	83	7	17	20	0	7	0	67
<b>Life Insurance</b>	50	13	17	13	0	7	33	67
<b>Sick Leave</b>	100	73	0	0	0	0	0	27
<b>Vacation</b>	67	53	0	0	0	0	33	47
<b>Retirement Plan</b>	33	0	33	47	33	7	0	47
<b>Other</b>	0	0	0	0	0	0	100	100

## Union or Collective Bargaining Status

71% of responding employers indicated their employees are unionized/organized for this occupation.

## Gender

6% Male

94% Female

**Where the Jobs Are - Industries Employing Occupation:**

- ~ School Districts ~ Private Schools
- ~ Colleges and Universities
- ~ Child Day Care Services
- ~ Head Start Programs
- ~ Social Services

**Growth Trends:** 88% of employers surveyed expected their employment in this occupation to *remain stable* in the next 24 months; 6% expected it to *grow* in the next 24 months. 47% *grew* in last year.

**Size of the Occupation:** Very Large  
**EDD Projections:** 1999: 1,520 2006: 1,900  
**7 yr. Growth Rate:** faster than average (25%)

**Projections for Job Openings:**

EDD Projections **1999 to 2006**  
**New Jobs** through 2006: 380  
**Separations** through 2006: 140  
**Total Job Openings** to 2006: 520

**Supply and Demand**

**Degree of Difficulty Finding *Qualified* Applicants:**

- 1) Employers Wanting to Hire *Only Experienced* Workers for this Occupation:
- 2) Employers Who Hire Applicants *With or Without Work Experience* in this Occupation:

Not Difficult	Moderately Difficult	Very Difficult
		X
	X	

**Turnover:** The survey revealed a turnover rate of 12% for employees in this occupation in the past 12 months.

**Recruitment:** The most common and successful recruitment methods reported by employers for this occupation were: newspaper ads; employee referrals; and walk-in applicants.

**Other Information**

**Employer Responses:** 17 employers, representing 491 employees in this occupation, provided responses used in developing the analysis for this occupational profile.

**Other Resources for Information About This Occupation:** EDD Occupational Guide (1997) available at LMID website: <http://www.calmis.ca.gov/file/occguide/TEACHAID.HTM> Further details available at O\*Net On-line website: <http://online.onetcenter.org/report?r=1&id=285> And the BLS website: <http://stats.bls.gov/oco/ocos153.htm>

**Licensing or Skill-Certifying Organizations For This Occupation:** An internet search for “teacher aide certification” reveals many states have or are establishing certification systems. And the new *No Child Left Behind* reauthorization of the federal Elementary and Secondary Education Act has the U.S. Dept. of Education as nationwide regulator of teacher aides at schools funded by Title I per: <http://www.ed.gov/offices/OESE/SASA/paraguidance.doc> “Title I paraprofessionals whose duties include instructional support & were hired after 1/08/02, must have: 1) completed two years of study at an institution of higher education; 2) obtained an associate’s (or higher) degree; or 3) met a rigorous standard of quality and be able to demonstrate, *through a formal State or local academic assessment*, knowledge of and the ability to assist in instructing reading, writing and mathematics. (If hired earlier, must meet these requirements by 2006.) *California does not yet certify teachers aides/paraprofessionals/paraeducators, but may soon in light of this new federal law.*

**Promotional Opportunities/Career Ladders:** Titles of positions to which workers in this occupation may be promoted include: “Program Manager”; “Secretary”; “Site Supervisor”; “Teacher” (Paraprofessional Teacher Training Program (PTTP) is a state-funded paraeducator (instructional assistant/aide) career ladder program leading to a teacher preparation program and a teaching credential. Program participants receive assistance with college tuition, fees, and books.)

<b>Training Providers*</b>	<b>City</b>	<b>Main Phone #</b>	<b>Website or Department Email or Ph. Contact</b>
<i>Butte Comm. College-Butte Co.</i>	Oroville	(530)895-2511	<a href="http://www.butte.cc.ca.us/offerProg.html">http://www.butte.cc.ca.us/offerProg.html</a>
<i>Clear Lake Community College</i>	Clearlake	(707)995-7900	<a href="http://clearlake.yccd.edu/instruction/index.htm">http://clearlake.yccd.edu/instruction/index.htm</a>
<i>Glenn County Adult Program</i>	Willows	(530)934-6575	<a href="http://www.glenn-co.k12.ca.us/gcoe/GAP/">http://www.glenn-co.k12.ca.us/gcoe/GAP/</a>
<i>Mendocino Community College</i>	Ukiah	(707)468-3102	<a href="http://www.mendocino.cc.ca.us/index.html">http://www.mendocino.cc.ca.us/index.html</a>
<i>Yuba Community College</i>	Marysville	(530)741-6700	<a href="http://www.yuba.cc.ca.us/">http://www.yuba.cc.ca.us/</a>

\*Certificate-issuing school names are printed in *italics*; and **degree-granting** schools (for this job) are in **bold** type.

**Disclaimer:** The Employment Development Department (EDD) does not endorse the schools listed. Also, training programs change frequently, so we suggest contacting the schools to verify training information.

Colusa, Glenn, Lake, Sutter, and Yuba Counties



# Janitors and Cleaners - Except Maids and Housekeeping Cleaners

**OES Code:** 670050

**Survey Year:** 2002

**OES Definition:** Janitors and Cleaners (except Maids and Housekeeping Cleaners) keep buildings in clean and orderly condition. They perform heavy cleaning duties, such as operating motor-driven cleaning equipment, mopping floors, washing walls and glass, and removing rubbish. They may have additional duties and responsibilities, such as tending furnace and boiler, performing routine maintenance activities, notifying management of need for repairs and additions, and cleaning snow or debris from sidewalk. Does not include Maids and Housekeepers.

**Other Job Titles Used By Other Job Classification Systems: SOC & O\*Net:** Same title used, code 37-2011.00

**DOT:** “Chimney Sweep”; “Cleaner, Commercial or Institutional”; “Cleaner, Window”; “Janitor”; “Sweeper-Cleaner, Industrial”; “Swimming Pool Servicer”; “Waxer, Floor” **Other Titles Used By Employers Responding To Survey:** “Custodian”; “Environmental Aides”; “Field Man”; “Maintenance Worker”; “Service Providers”

**Other Duties of Jobs Included (not specified in above definition):** 1) Applies waxes or sealers to wood or concrete floors; 2) Services and repairs cleaning and maintenance equipment and machinery and performs minor routine painting, plumbing, electrical, and related activities; 3) Tends, cleans, adjusts and services air conditioners, furnaces, boilers and other building heating and cooling systems; 4) Cleans chimneys, flues, vents, and connecting pipes, using power and hand tools; 5) Drives vehicles, such as van, truck or industrial vacuum cleaner; 6) Mows and trims lawns and shrubbery, using mowers and hand and power trimmers, and clears debris from grounds; 7) Sets up, arranges, and removes tables and chairs for events.

## Employer Requirements

### Work Experience:

*Not*

**Required:** 5% **Preferred:** 53% **Required:** 42%

Employers require or prefer applicants to have 1 – 12 months of experience in this occupation (avg. 6 mos.).

Of employers requiring or preferring experience (58%):

As a substitute for experience, 45% will accept 2 - 3 months training; and 50% will accept 1 - 12 months experience in a similar maintenance occupation.

**Level of Education:** 42% of employers do not require a high school degree or equivalent; 58% require a high school degree or equivalent; and none require more.

### Technical/Vocational Training and/or Certification:

No employers require technical/vocational training.

### Skills and Qualifications:

~ Safely mixing water and detergents or acids for cleaning solutions  
~ Sweeping, mopping, and vacuuming floors  
~ Cleaning or polishing windows, furniture, and fixtures

~ Using steam cleaning and waxing equipment  
~ Sanitizing bathrooms  
~ Applying pesticides  
~ Ordering supplies  
~ Specialty cleaners: use custom cleaning tools  
~ Work independently

## Wages and Benefits

### Hourly Wages:

#### Non-Union

#### Range

#### Union

#### Range

#### Non-Union

#### Median

#### Union

#### Median

**New Hires, No Experience:** \$6.75 - 8.00 \$8.21 - 11.68 \$7.00 \$10.68

**New Hires, Experienced:** \$6.75 - 8.00 \$10.80 - 12.84 \$7.61 \$11.25

**After 3 Years With Firm:** \$7.00 - 9.50 \$11.43 - 14.35 \$9.00 \$12.20

## Hours Worked & Shifts

**Full-time:** 72%; avg. 40 hrs/wk

**Part-time:** 12%; avg. 20 hrs/wk

**Temp/Seas:** 17%; avg. 8 hrs/wk

84% of employers have day shifts, 74% swing; & 21% overnight hrs.

### Benefits:

#### % of Employers Offering Benefits

#### Employer Pays All

#### Shared Cost

#### Plan Offered, But Employee Pays All

#### No Plan Offered

	Full-Time		P-T		F-T		P-T		F-T		P-T	
<b>Medical Insurance</b>	50	0	28	50	0	0	22	50				
<b>Dental Insurance</b>	44	0	28	50	0	0	28	50				
<b>Vision Insurance</b>	44	0	22	40	0	0	33	60				
<b>Life Insurance</b>	44	10	0	20	0	0	56	70				
<b>Sick Leave</b>	67	50	0	0	0	0	33	50				
<b>Vacation</b>	72	50	0	0	0	0	28	50				
<b>Retirement Plan</b>	17	0	50	40	6	10	28	50				
<b>Other</b>	0	0	0	0	0	0	100	100				

## Union or Collective Bargaining Status

47% of responding employers indicated their employees are unionized/organized for this occupation.

## Gender

71% Male

29% Female

**Where the Jobs Are - Industries Employing Occupation:**

- ~ Building Cleaning and Maintenance Services ~ Hospitals
- ~ School Districts, Universities, Colleges, and Private Schools
- ~ Residential Care, Rehab, or Correctional Facilities (Public/Private)
- ~ Local Government ~ Membership Clubs
- ~ Amusement/Recreation Facilities ~ Casinos/Tribal Offices

**Growth Trends:** 79% of employers surveyed expected their employment in this occupation to *remain stable* in the next 24 months; 11% expected it to *grow* in the next 24 months. 26% *grew* in last year.

**Size of the Occupation:** Medium

**EDD Projections:** 1999: 980 2006: 1100

**7 yr. Growth Rate:** slower than average (12%)

**Projections for Job Openings:**

**1999 to 2006**

**New Jobs through 2006:** 120

**Separations through 2006:** 160

**Total Job Openings to 2006:** 280

**Supply and Demand**

**Degree of Difficulty Finding Qualified Applicants:**

- 1) Employers Wanting to Hire *Only Experienced* Workers for this Occupation:
- 2) Employers Who Hire Applicants *With or Without Work Experience* in this Occupation:

Not Difficult	Moderately Difficult	Very Difficult
	X	
X		

**Turnover:** The survey revealed a turnover rate of 28% for employees in this occupation in the past 12 months.

**Recruitment:** The most common and successful recruitment methods reported by employers for this occupation were: newspaper ads; employee referrals; walk-in applicants; and in-house promotion or transfer.

**Other Information**

**Employer Responses:** 19 employers, representing 241 employees in this occupation, provided responses used in developing the analysis for this occupational profile.

**Other Resources for Information About This Occupation:** EDD Occupational Guide (1997) available at LMID website: <http://www.calmis.ca.gov/file/occguide/JANITOR.HTM> Further details available at the O\*Net Online website: <http://online.onetcenter.org/report?r=1&id=597> And at the Bureau of Labor Statistics website: <http://stats.bls.gov/oco/ocos174.htm>

**Licensing or Skill-Certifying Organizations For This Occupation:** None applicable.

**Promotional Opportunities/Career Ladders:** Titles of positions to which workers in this occupation may be promoted include: "Director of Maintenance/Transportation" (at small schools where custodians drive busses, too); "Environmental Services Manager"; "Head Custodian"; "Maintenance Worker"; "Supervisor"

**Training Providers\***

**City**

**Main Phone #**

**Website or Department Email or Ph. Contact**

NO TRAINING PROVIDERS  
IDENTIFIED IN THE AREA  
FOR THIS OCCUPATION

\* Note that *certificate-issuing* school names are printed in *italics*; and **degree-granting** schools are in **bold** type.

**Disclaimer:** The Employment Development Department (EDD) does not endorse the schools listed. Also, training programs change frequently, so we suggest contacting the schools to verify training information.

# Laborers – Landscaping and Groundskeeping

OES Code: 790410

Survey Year: 2002

**OES Definition:** Landscaping and Groundskeeping Laborers landscape and/or maintain grounds of property using hand or power tools or equipment. May work in nursery facility or at customer location. Workers typically perform a variety of tasks, which may include any combination of the following: sod laying, mowing, trimming, planting, watering, fertilizing, digging, raking, and sprinkler installation. Workers may help brick and stone masons.

**Other Job Titles Used By Other Job Classification Systems: SOC & O\*Net:** “Landscaping & Groundskeeping Workers”, 37-3011.00 **DOT:** “Horticultural Worker I”; “Laborer, Landscape”; “Plant-Care Worker” & 4 others.

**Other Titles Used By Employers Responding To This Survey:** “Grounds Maintenance Worker”; “Groundskeeper”; “Maintenance Worker”; “Park Maintenance Worker”; “Park & Public Maintenance Worker”

**Other Duties of Jobs Included (not specified in above definition):** 1) Digs holes for plants, mixes fertilizer or lime with dirt in holes, inserts plants, and fills holes with dirt; 2) Hauls or spreads topsoil, and spreads straw over seeded soil to hold soil in place; 3) Seeds and fertilizes lawns; 4) Builds forms and mixes and pours cement to form garden borders; 5) Waters lawns, trees, and plants, using portable sprinkler system, hose, or watering can; 6) Trims and picks flowers and cleans flower beds; 7) Decorates garden with stones and plants; 8) Applies herbicides, fungicides, fertilizers, and pesticides, using spreaders or spray equipment; 9) Maintains tools/equipment.

## Employer Requirements

### Work Experience:

**Required:** 18% **Preferred:** 29% **Not Required:** 53%  
Employers require or prefer applicants to have 6 – 12 months of experience in this occupation (avg. 7 mos.).

**Of employers requiring or preferring experience (47%):**

As a substitute for experience, 13% (one employer) will accept 6 months training; and 63% will accept 6 - 12 months experience in a similar occupation like public works, maintenance, and landscaping related fields.

**Level of Education:** 53% of employers do not require a high school degree or equivalent; 47% require a high school degree or equivalent; none require more.

### Technical/Vocational Training and/or Certification:

No employers surveyed require training. One employer mentioned pesticide-application certification as an emerging skills-certification requirement.

### Skills and Qualifications:

~ Know tools/equipment needed to do various tasks and how to use them	~ Upper and lower body strength, stamina, and coordination
~ Driving & maneuvering mechanized equipment	~ Safe use/application of herbicides, pesticides, fungicides and fertilizers
~ Routine maintenance of tools & equipment	~ Observe/monitor health of plants/landscape; report conditions & make corrections
~ Adjust or install irrigation & sprinkler systems	

## Wages and Benefits

	Non-Union	Union	Non-Union	Union
Hourly Wages:	Range	Range	Median	Median
New Hires, No Experience:	\$6.75 – 11.32	\$8.00 – 11.59	\$6.75	\$9.00
New Hires, Experienced:	\$7.00 – 11.71	\$8.40 – 12.22	\$8.00	\$11.20
After 3 Years With Firm:	\$7.00 – 13.56	\$9.72 – 13.64	\$10.00	\$12.56

## Hours Worked & Shifts

**Full-time:** 61%; avg. 40 hrs/wk  
**Part-time:** 2%; avg. 30 hrs/wk  
**Temp/Seas:** 37%; avg. 40 hrs/wk  
All employers have day shifts, and none have swing or overnight hrs.

### Benefits:

#### % of Employers Offering Benefits

	Employer Pays All		Shared Cost		Plan Offered, But Employee Pays All		No Plan Offered	
	Full-Time	P-T	Full-Time	P-T	F-T	P-T	F-T	P-T
Medical Insurance	54	0	23	0	0	0	23	100
Dental Insurance	54	0	15	0	0	0	31	100
Vision Insurance	54	0	15	0	0	0	31	100
Life Insurance	62	0	8	0	0	0	31	100
Sick Leave	69	0	0	0	0	0	31	100
Vacation	100	0	0	0	0	0	0	100
Retirement Plan	38	0	23	0	8	0	31	100
Other	0	0	0	0	0	0	100	100

### Union or Collective Bargaining Status

29 % of responding employers indicated their employees are unionized/organized for this occupation.

### Gender

90% Male  
10% Female

**Where the Jobs Are - Industries Employing Occupation:**

~ Local Government ~ Cemetery Districts ~ Public Golf Courses  
 ~ Lawn and Garden Services ~ Landscape Planning  
 ~ Buildings and Grounds Operators ~ Heavy Construction  
 ~ Real Estate Agents & Managers ~ Hotels & Motels  
 ~ Universities, Colleges, School Districts, and Private Schools

**Growth Trends:** 71% of employers surveyed expected their employment in this occupation to *remain stable* in the next 24 months; 24% expected it to *grow* in the next 24 months. 35% *grew* in last year.

**Size of the Occupation:** Very Large

**EDD Projections:** 1999: 655 2006: 825

**7 yr. Growth Rate:** faster than average (26%)

**Projections for Job Openings:**

EDD Projections **1999 to 2006**

**New Jobs** through 2006: 170

**Separations** through 2006: 155

**Total Job Openings** to 2006: 325

**Supply and Demand**

**Degree of Difficulty Finding Qualified Applicants:**

- 1) Employers Wanting to Hire *Only Experienced* Workers for this Occupation:
- 2) Employers Who Hire Applicants *With or Without Work Experience* in this Occupation:

	Not Difficult	Moderately Difficult	Very Difficult
1) Employers Wanting to Hire <i>Only Experienced</i> Workers for this Occupation:		X	
2) Employers Who Hire Applicants <i>With or Without Work Experience</i> in this Occupation:	X		

From the perspective of *qualified* applicants (*i.e., those with appropriate skills & abilities*): the job market for those with work experience is moderately competitive; yet is competitive for those without experience.

**Turnover:** The survey revealed a turnover rate of 6% for employees in this occupation in the past 12 months.

**Recruitment:** The most common and successful recruitment methods reported by employers for this occupation were: newspaper ads; walk-in applicants; and employee referrals.

**Other Information**

**Employer Responses:** 17 employers, representing 105 employees in this occupation, provided responses used in developing the analysis for this occupational profile.

**Other Resources for Information About This Occupation** EDD Occupational Guide (1997) available at LMID website: <http://www.calmis.ca.gov/file/occguide/GARDENER.HTM> Further details available at O\*Net On-line: <http://online.onetcenter.org/report?r=1&id=653> And at the Bureau of Labor Statistics website: <http://stats.bls.gov/oco/ocos172.htm>

**Licensing or Skill-Certifying Organizations For This Occupation:** If federally or state restricted pesticides used on the job, the worker must possess a valid Qualified Applicator Certificate, obtainable from CA Department of Pesticide Regulation, <http://www.cdpr.ca.gov/docs/license/qacinfo.htm> , (916) 445-4300

**Promotional Opportunities/Career Ladders:** Titles of positions to which workers in this occupation may be promoted include: "Crew Leader"; "Lead Maintenance Worker"; "Supervisor"

**Training Providers\***

	<u>City</u>	<u>Main Phone #</u>	<u>Website or Department Email or Ph. Contact</u>
Tri-County ROP	Yuba City	(530)822-2952	<a href="http://www.sutter.k12.ca.us/ROP/rop.htm">http://www.sutter.k12.ca.us/ROP/rop.htm</a>
Yuba Community College	Marysville	(530)741-6700	<a href="http://www.yuba.cc.ca.us/">http://www.yuba.cc.ca.us/</a>

\*Certificate-issuing school names are printed in *italics*; and **degree-granting** schools (for this job) are in **bold** type.

**Disclaimer:** The Employment Development Department (EDD) does not endorse the schools listed. Also, training programs change frequently, so we suggest contacting the schools to verify training information.



# Legal Secretaries

**OES Code:** 551020

**Survey Year:** 2002

**OES Definition:** Legal Secretaries prepare legal papers and correspondence of a legal nature, such as summonses, complaints, motions, and subpoenas. They must be familiar with legal terminology, procedures and documents, as well as legal research, and may review law journals and other legal publications to identify court decisions pertinent to pending cases, and submit articles to company officials.

**Other Job Titles Used By Other Job Classification Systems: SOC & O\*Net:** Same title used, code 43-6012.00

**DOT:** "Legal Secretary" **Other Titles Used By Employers Responding To This Survey:** "Administrative Assistants"; "Legal Assistant"; "Secretary"; "Supervising Legal Secretary"

**Other Duties of Jobs Included (not specified in above definition):** 1) Schedule appointments; 2) Receive and place telephone calls; 3) Draft and/or type office memos; 4) Complete various forms, such as accident reports and complaints, motions, responses, summonses, subpoenas, and applications for clients; 5) Mail, fax, or arrange for delivery of legal correspondence to clients, witnesses, and court officials; 6) Make copies and organize and maintain document and case files and law libraries; 7) Attend legal meetings, such as client interviews, hearings, or depositions, and take notes; 8) Assist attorneys collecting information such as employment, medical, and other records. (Note the last duties listed in the OES definition above, regarding review of law journals & publications for pertinent cases, were found *not* to be part of this job at the 15 employers responding for this area. Paralegals do this.)

## Employer Requirements

### Work Experience:

*Not*

**Required:** 40% **Preferred:** 40% **Required:** 20%

Employers require or prefer applicants to have 6 – 36 months of experience *in this occupation* (avg. 16 mos.).

Of employers requiring or preferring experience (80%):

As a substitute for experience, 50% will accept 6 - 18 months training, and 58% will accept 6 - 24 months experience in a similar occupation like general secretary.

**Level of Education:** 87% of employers reported requiring a high school degree or equivalent; and 13% require an associates degree.

### Technical/Vocational Training and/or Certification:

40% of employers require or prefer applicants to have 3 – 12 months (avg. 6 mos.) secretarial, business writing, and/or computer office skills training.

### Skills and Qualifications:

~ knowledge of and ability to use word processing, spreadsheet, and database management software  
~ excellent typing skills  
~ office equipment operation: copy & fax machines  
~ organizational skills

~ receptionist, telephone, and file clerk skills  
~ writing skills: good spelling, punctuation, grammar  
~ ability to communicate effectively & listen well  
~ willingness to work overtime when necessary

## Wages and Benefits

### Hourly Wages:

#### Range

#### Median

**New hires, No Experience:**

\$7.50 – 10.00

\$8.50

**New Hires, Experienced:**

\$8.50 – 12.11

\$9.92

**After 3 Years With Firm:**

\$10.00 – 14.00

\$12.00

## Hours Worked & Shifts

**Full-time:** 78%; avg. 39 hrs/wk

**Part-time:** 13%; avg. 21 hrs/wk

**Temp/Seas:** 9%; avg. 16 hrs/wk

All employers have day shifts, and none have swing or overnight hrs.

### Benefits:

#### % of Employers Offering Benefits

Employer Pays All

Shared Cost

Plan Offered, But

Employee Pays All

No Plan

Offered

	Full-Time		P-T	Full-Time		P-T	F-T		P-T	F-T		P-T
Medical Insurance	50		0	7		0	0		0	43		100
Dental Insurance	21		0	0		0	7		0	71		100
Vision Insurance	7		0	0		0	7		0	86		100
Life Insurance	14		0	0		0	0		0	86		100
Sick Leave	79		20	0		0	0		0	21		80
Vacation	86		0	0		0	0		0	14		100
Retirement Plan	29		0	21		20	0		0	50		80
Other	0		0	0		0	0		0	100		100

## Union or Collective Bargaining Status

7% of responding employers indicated their employees are unionized/organized for this occupation.

## Gender

0% Male

100% Female

<p><b>Where the Jobs Are</b> - Industries Employing Occupation:</p> <p>~ Legal Services (Private Sector) ~ Title Abstract Offices</p> <p>~ Local Government: County &amp; Municipal Courts; Public Defenders</p> <p>~ Executive &amp; Legislative Offices</p> <p>~ Insurance Agents, Brokers, and Service</p>	<p><b>Size of the Occupation:</b> Medium</p> <p><b>EDD Projections:</b> 1999: 95 2006: 105</p> <p><b>7 yr. Growth Rate:</b> slower than average (11%)</p>								
<p><b>Growth Trends:</b> 80% of employers surveyed expected their employment in this occupation to <i>remain stable</i> in the next 24 months; 20% expected it to <i>grow</i> in the next 24 months. 13% <i>grew</i> in last year.</p>	<p><b>Projections for Job Openings:</b></p> <table> <tr> <td>EDD Projections</td> <td><b>1999 to 2006</b></td> </tr> <tr> <td>New Jobs through 2006:</td> <td>10</td> </tr> <tr> <td>Separations through 2006:</td> <td>10</td> </tr> <tr> <td>Total Job Openings to 2006:</td> <td>20</td> </tr> </table>	EDD Projections	<b>1999 to 2006</b>	New Jobs through 2006:	10	Separations through 2006:	10	Total Job Openings to 2006:	20
EDD Projections	<b>1999 to 2006</b>								
New Jobs through 2006:	10								
Separations through 2006:	10								
Total Job Openings to 2006:	20								

<p><b>Supply and Demand</b></p> <p><b>Degree of Difficulty Finding <u>Qualified</u> Applicants:</b></p>			
	Not Difficult	Moderately Difficult	Very Difficult
1) Employers Wanting to Hire <i>Only Experienced Workers</i> for this Occupation:			X
2) Employers Who Hire Applicants <i>With or Without Work Experience</i> in this Occupation:			X

**Turnover:** The survey revealed a turnover rate of 18% for employees in this occupation in the past 12 months.

**Recruitment:** The most common and successful recruitment methods reported by employers for this occupation were: newspaper ads; employee referrals; EDD; and walk-in applicants.

<p><b>Other Information</b></p>
<p><b>Employer Responses:</b> 15 employers, representing 45 employees in this occupation, provided responses used in developing the analysis for this occupational profile.</p>
<p><b>Other Resources for Information About This Occupation:</b> EDD Occupational Guide (1999) available at LMID website: <a href="http://www.calmis.ca.gov/file/occguide/LEGALSEC.HTM">http://www.calmis.ca.gov/file/occguide/LEGALSEC.HTM</a> Further details are available at the O*Net On-line website: <a href="http://online.onetcenter.org/report?r=1&amp;id=477">http://online.onetcenter.org/report?r=1&amp;id=477</a> And at the Bureau of Labor Statistics website: <a href="http://stats.bls.gov/oco/ocos151.htm">http://stats.bls.gov/oco/ocos151.htm</a></p>
<p><b>Licensing or Skill-Certifying Organizations For This Occupation:</b> National Association of Legal Secretaries (NALS) of California, <a href="http://www.nalsofca.org/">http://www.nalsofca.org/</a>, offers certifications recognized nationwide: ALS, a basic professional certification for legal secretaries and legal support staff, awarded after passing a 4 hour, 3 part examination; and PLS, an advanced certification for legal assistants, after passing a 1 day, 4 part examination. Also, CLS certification can be obtained from Legal Secretaries International, <a href="http://www.legalsecretaries.org">http://www.legalsecretaries.org</a></p>
<p><b>Promotional Opportunities/Career Ladders:</b> Titles of positions to which workers in this occupation may be promoted include: "Office Manager"; "Paralegal"; "Supervising Legal Secretary"</p>

<b>Training Providers*</b>	<b>City</b>	<b>Main Phone #</b>	<b>Website or Department Email or Ph. Contact</b>
<i>Butte Community College- Glenn</i>	Orland	(530)865-9728	<a href="http://www.butte.cc.ca.us/offerProg.html">http://www.butte.cc.ca.us/offerProg.html</a>
<i>Cambridge Career College</i>	Yuba City	(530)674-9199	
<i>Clear Lake Community College</i>	Clearlake	(707)995-7900	<a href="http://clearlake.yccd.edu/instruction/index.htm">http://clearlake.yccd.edu/instruction/index.htm</a>
<i>Glenn County Adult Program</i>	Willows	(530)934-6575	<a href="http://www.glenn-co.k12.ca.us/gcoe/GAP/">http://www.glenn-co.k12.ca.us/gcoe/GAP/</a>
<i>Mendocino Community College</i>	Ukiah	(707)468-3102	<a href="http://www.mendocino.cc.ca.us/index.html">http://www.mendocino.cc.ca.us/index.html</a>
<i>Tri-County ROP</i>	Yuba City	(530)822-2952	<a href="http://www.sutter.k12.ca.us/ROP/rop.htm">http://www.sutter.k12.ca.us/ROP/rop.htm</a>
<i>Yuba Community College</i>	Marysville	(530)741-6700	<a href="http://www.yuba.cc.ca.us/">http://www.yuba.cc.ca.us/</a>

\*Certificate-issuing school names are printed in *italics*; and degree-granting schools (for this job) are in **bold** type.

**Disclaimer:** The Employment Development Department (EDD) does not endorse the schools listed. Also, training programs change frequently, so we suggest contacting the schools to verify training information.

Colusa, Glenn, Lake, Sutter, and Yuba Counties

## Medical Assistants

**OES Code:** 325081

**Survey Year:** 2002

**OES Definition:** Medical Assistants perform various duties under the direction of physicians in the examination and treatment of patients. They prepare treatment room, inventory supplies and instruments, and set up patients for attention of physician, handing instruments and materials to physician as directed. They may schedule appointments, keep medical records, or perform other clerical duties.

**Other Job Titles Used By Other Job Classification Systems: SOC & O\*Net:** Same title used, code 31-9092.00

**DOT:** "Chiropractor Assistant"; "Medical Assistant"; "Podiatric Assistant" **Other Titles Used By Employers**

**Responding To This Survey:** "Certified Medical Assistants"; "Medical Attendants"; "Patient Care Technicians"; "Patient Care Coordinator"; "Permanent Make-Up Artist"; "Physician Medical Assistant"; "Podiatric Assistant"

**Other Duties of Jobs Included (not specified in above definition):** 1) Cleans and sterilizes instruments; 2) Interviews patients, measures vital signs, weight, and height, and records information; 3) Gives injections and treatments; 4) Administers medications orally, sublingually, topically, vaginally or rectally; 5) Teaches use of inhalant devices; 6) Administers routine diagnostic tests (e.g., electrocardiograph); 7) Contacts medical facility to schedule patients for tests; 8) Assists with service records, insurance forms, billing statements, receiving/recording payments; 9) May perform routine lab tests; therapeutic treatments; or assist various high-tech exams; 10) May lift & turn patients.

### Employer Requirements

#### Work Experience:

*Not*

**Required:** 22% **Preferred:** 67% **Required:** 11%  
Employers require or prefer applicants to have 4 – 36 months of experience in this occupation (avg. 11 mos.).

**Of employers requiring or preferring experience (89%):**  
As a substitute for experience, 69% will accept 1 – 12 months training; and 73% will accept 6 - 12 months experience in a similar occupation like certified nursing assistant, medical secretary, or medical office work.

**Level of Education:** 100% of employers reported requiring a high school degree or equivalent; and none require more.

[11% (2 employers) require completion of certif. training.]

#### Technical/Vocational Training and/or Certification:

67% of employers require or prefer applicants to have 1 – 12 months (avg. 6 mos.) of medical assistant training. Workers not licensed/certified by state. MD offices document workers have 10 hrs. training: blood withdrawals, skin tests, administration of inhalants and 3 types of injections (10 times each), or venipunctures and skin punctures (10 times each), successfully completed.

#### Skills and Qualifications:

~ Skills/ability to properly conduct injections, blood withdrawals, & skin tests  
~ Knowledge of medical instruments, equipment, and treatments

~ Ability to administer or assist treatments and tests  
~ Patient care following treatment or test  
~ Emergency and safety procedures, incl. CPR

### Wages and Benefits

#### Hourly Wages:

#### Range

#### Median

**New hires, No Experience:** \$7.00 – 11.50 \$9.13

**New Hires, Experienced:** \$8.00 – 13.00 \$10.00

**After 3 Years With Firm:** \$8.00 – 15.00 \$12.00

#### Hours Worked & Shifts

**Full-time:** 85%; avg. 40 hrs/wk

**Part-time:** 12%; avg. 24 hrs/wk

**Temp/Seas:** 3%; avg. 14 hrs/wk

All employers have day shifts; 11% have swing; 0% have overnight.

#### Benefits: % of Employers Offering Benefits

##### Employer Pays All

##### Shared Cost

##### Plan Offered, But Employee Pays All

##### No Plan Offered

	Full-Time	P-T	Full-Time	P-T	F-T	P-T	F-T	P-T
<b>Medical Insurance</b>	59	30	41	10	0	0	0	60
<b>Dental Insurance</b>	47	20	29	10	0	0	24	70
<b>Vision Insurance</b>	41	20	24	10	0	0	35	70
<b>Life Insurance</b>	59	20	12	10	0	0	29	70
<b>Sick Leave</b>	100	50	0	0	0	0	0	50
<b>Vacation</b>	100	50	0	0	0	0	0	50
<b>Retirement Plan</b>	47	20	29	10	12	10	12	60
<b>Other</b>	0	0	0	0	0	0	100	100

#### Union or Collective Bargaining Status

6 % of responding employers indicated their employees are unionized/organized for this occupation.

#### Gender

2% Male

98% Female



**Where the Jobs Are - Industries Employing Occupation:**

- ~ Offices of Medical and Osteopathic Doctors
- ~ Offices of Podiatrists and Other Medical/Surgical Specialists
- ~ Kidney Dialysis and Blood Centers
- ~ Hospitals ~ Health and Allied Services (not elsewhere classified)

**Growth Trends:** 67% of employers surveyed expected their employment in this occupation to *remain stable* in the next 24 months; 33% expected it to *grow* in next 24 months. 33% *grew* in last 12 months.

**Size of the Occupation:** Medium

**EDD Projections:** 1999: 125 2006: 165  
**7 yr. Growth Rate:** much faster than avg.(32%)

**Projections for Job Openings:**

EDD Projections	1999 to 2006
New Jobs through 2006:	40
Separations through 2006:	25
Total Job Openings to 2006:	65

**Supply and Demand**

**Degree of Difficulty Finding Qualified Applicants:**

- 1) Employers Wanting to Hire *Only Experienced* Workers for this Occupation:
- 2) Employers Who Hire Applicants *With or Without Work Experience* in this Occupation:

Not Difficult	Moderately Difficult	Very Difficult
	X	
	X	

**Turnover:** The survey revealed a turnover rate of 26% for employees in this occupation in the past 12 months.

**Recruitment:** The most common and successful recruitment methods reported by employers for this occupation were: newspaper ads; employee referrals; school/program referrals; and the internet.

**Other Information**

**Employer Responses:** 18 employers, representing 151 employees in this occupation, provided responses used in this occupational profile. (Note: OES definition has physician supervising, so survey did not include chiropractor assistant.)

**Other Resources for Information About This Occupation:** EDD Occupational Guide (1997) available at LMID website: <http://www.calmis.ca.gov/file/occguide/MEDASST.HTM> Further details available at O\*Net On-line website: <http://online.onetcenter.org/report?r=1&id=585> And at the Bureau of Labor Statistics website: <http://stats.bls.gov/oco/ocos164.htm>

**Licensing or Skill-Certifying Organizations For This Occupation:** Medical Board of California, Division of Medical Quality has established worksite training/supervision requirements (CA Code of Regulations, Title 16, Sec.1366). Training can be provided at worksites by physicians or approved trainer or at certified school programs. Medical Assistant skills certification available from CA Certifying Board of Medical Assistants, [www.cmaa-ca.org](http://www.cmaa-ca.org), 530-622-1850, in Placerville; American Association of Medical Assistants, <http://www.aama-ntl.org/ed/cma-rma.html> (800)228-2262; or American Medical Technologist Association, <http://www.amt1.com/>, (800)275-1268.

**Promotional Opportunities/Career Ladders:** Titles of positions to which workers in this occupation may be promoted include: "Blood Collection Coordinator"; "Endotech/Insurance Billing"; "Office Manager"; "RN" (w/registered nurse training); "Supervisor" (Note: Some doctor offices are increasing skill requirements to LVN level.)

**Training Providers\***

	City	Main Phone #	Website or Department Email or Ph. Contact
<i>Butte Comm. College-Butte Co.</i>	Oroville	(530)895-2511	<a href="http://www.butte.cc.ca.us/offerProg.html">http://www.butte.cc.ca.us/offerProg.html</a>
<i>Career Academy</i>	Yuba City	(530)751-1110	
<i>Tri-County ROP</i>	Yuba City	(530)822-2952	<a href="http://www.sutter.k12.ca.us/ROP/rop.htm">http://www.sutter.k12.ca.us/ROP/rop.htm</a>
<i>Yuba Community College</i>	Marysville	(530)741-6700	<a href="http://www.yccd.edu/vocational_programs/index.htm">http://www.yccd.edu/vocational_programs/index.htm</a>

\*Certificate-issuing school names are printed in *italics*; and degree-granting schools (for this job) are in **bold** type.

**Disclaimer:** The Employment Development Department (EDD) does not endorse the schools listed. Also, training programs change frequently, so we suggest contacting the schools to verify training information.

# Packaging and Filling Machine Operators and Tenders

OES Code: 929740

Survey Year: 2002

**OES Definition:** Packaging and Filling Machine Operators and Tenders operate or tend machines, such as filling machines, casing running machines, ham rolling machines, preservative filling machines, baling machines, wrapping machines, and stuffing machines, to prepare industrial or consumer products, such as gas cylinders, meat and other food products, tobacco, insulation, ammunition, stuffed toys and athletic equipment, and upholstered pads, as end products or for storage and shipment.

**Other Job Titles Used By Other Job Classification Systems: SOC & O\*Net:** Same title used, code 51-9111.00

**DOT:** "Ampoule Filler"; "Capsule-Filling Machine Operator"; "Cylinder Filler"; "Gelatin-Dynamite Packing Operator"; "Labeling Machine Operator" and over 50 related titles. **Other Titles Used By Employers Responding To This Survey:** "Blender Operator & Packaging General Labor"; "Filler Operator"; "Line Operator"; "Machine Operator (or Tender)"; "Packaging Machine Operator"; "Production Worker";

**Other Duties of Jobs Included (not specified in above definition):** 1) Stocks product and/or packaging material for machine processing; 2) Inspects & removes defective product and packaging material; 3) Operates machines to cut product and/or packaging material; 4) Starts, stops, clears, and resets machines when malfunctions or jams occur; 5) Observes machine operations to ensure products meet standards, and may measure or weigh product to ensure standards met; 6) Removes finished packaged items & separates rejected items; 7) Secures finished items by hand tying, sewing, or attaching fastener; 8) Stacks finished items or packs in cartons/containers; 9) Counts and records finished and rejected items; 10) Cleans, oils, and makes minor repairs to machinery/equipment; 11) Attaches labels

## Employer Requirements

### Work Experience:

Required: 13% Preferred: 33% *Not Required:* 53%

Employers require or prefer applicants to have 6 – 24 months of experience in this occupation (avg. 9 mos.).

Of employers requiring or preferring experience (46%):

As a substitute for experience, none will accept training; 86% will accept 1- 24 months experience in a similar occupation.

**Level of Education:** 60% of employers do not require a high school degree or equivalent; 40% require high school degree or equivalent; none require higher education.

### Technical/Vocational Training and/or Certification:

No employers require or prefer technical/vocational training.

### Skills and Qualifications:

~ Manual dexterity	~ Ability to work as a team
~ Ability to lift 30 lbs.	with others on a production
~ Tolerance for noise	line
~ Regulate machine flow,	~ Ability to follow safety
speed, and temperature	and sanitary practices
~ Maintenance of machines	~ Ability to work overtime
and loaders	in busy season
~ Sharpening cutters/tools	~ Weighing & measuring

## Wages and Benefits

### Hourly Wages:

	Range	Median
New hires, No Experience:	\$7.00 – 12.00	\$8.00
New Hires, Experienced:	\$7.00 – 12.00	\$9.00
After 3 Years With Firm:	\$9.00 – 17.00	\$11.00

### Hours Worked & Shifts

Full-time: 77%; avg. 40 hrs/wk

Part-time: 0%

Temp/Seas: 23%; avg. 42 hrs/wk

All employers have day shifts; 53% have swing; and 33% overnight hrs.

### Benefits:

#### % of Employers Offering Benefits

	Employer Pays All		Shared Cost		Plan Offered, But Employee Pays All		No Plan Offered	
	Full-Time	P-T	Full-Time	P-T	F-T	P-T	F-T	P-T
Medical Insurance	79	na	21	na	0	na	0	na
Dental Insurance	64	na	21	na	0	na	14	na
Vision Insurance	50	na	7	na	0	na	43	na
Life Insurance	57	na	14	na	0	na	29	na
Sick Leave	71	na	0	na	0	na	29	na
Vacation	93	na	0	na	0	na	7	na
Retirement Plan	7	na	64	na	0	na	29	na
Other	0	na	0	na	0	na	100	na

### Union or Collective Bargaining Status

0% of responding employers indicated their employees are unionized/organized for this occupation.

### Gender

78% Male

22% Female

**Where the Jobs Are - Industries Employing Occupation:**

- ~ Fruits and Nuts Processing and Packing      ~ Rice Milling
- ~ Services Preparing Crops for Market      ~ Confectionaries
- ~ Wine, Brandy, and Brandy Spirits Producers
- ~ Natural, Processed, and Imitation Cheese Producers
- ~ Dry, Condensed, and Evaporated Dairy Products Producers

**Growth Trends:** 100% of employers surveyed expected their employment in this occupation to *remain stable* in the next 24 months; 0% expected it to *grow* the next 24 months. 7% grew in last year.

**Size of the Occupation:** Large

**EDD Projections:** 1999: 260 2006: 325

**7 yr. Growth Rate:** faster than average (25%)

**Projections for Job Openings:**

EDD Projections **1999 to 2006**

**New Jobs** through 2006: 65

**Separations** through 2006: 55

**Total Job Openings** to 2006: 120

**Supply and Demand**

**Degree of Difficulty Finding Qualified Applicants:**

- 1) Employers Wanting to Hire *Only Experienced* Workers for this Occupation:
- 2) Employers Who Hire Applicants *With or Without Work Experience* in this Occupation:

	Not Difficult	Moderately Difficult	Very Difficult
1) Employers Wanting to Hire <i>Only Experienced</i> Workers for this Occupation:	X		
2) Employers Who Hire Applicants <i>With or Without Work Experience</i> in this Occupation:	X		

From the perspective of *qualified* applicants (*i.e., those with appropriate skills & abilities*): the job market for those with and without work experience is competitive.

**Turnover:** The survey revealed a turnover rate of 21% for employees in this occupation in the past 12 months.

**Recruitment:** The most common and successful recruitment methods reported by employers for this occupation were: employee referrals; walk-in applicants; newspaper ads; and private employment agencies.

**Other Information**

**Employer Responses:** 15 employers, representing 189 employees in this occupation, provided responses used in developing the analysis for this occupational profile.

**Other Resources for Information About This Occupation:** Further details available at O\*Net On-line website: <http://online.onetcenter.org/report?r=1&id=1036> And at the Bureau of Labor Statistics website: <http://stats.bls.gov/oco/cg/cgs011.htm>

**Licensing or Skill-Certifying Organizations For This Occupation:** None applicable.

**Promotional Opportunities/Career Ladders:** Titles of positions to which workers in this occupation may be promoted include: "Control Room Operator"; "Forklift Driver"; "Packing Leader"; "Supervisor"

**Training Providers\*      City      Main Phone #      Website or Department Email or Ph. Contact**

NO TRAINING PROVIDERS  
IDENTIFIED IN THE AREA  
FOR THIS OCCUPATION

\**Certificate-issuing* school names are printed in *italics*; and **degree-granting** schools (for this job) are in **bold** type.

Disclaimer: The Employment Development Department (EDD) does not endorse the schools listed. Also, training programs change frequently, so we suggest contacting the schools to verify training information.

## Social Workers – Medical and Psychiatric

**OES Code:** 273020

**Survey Year:** 2002

**OES Definition:** Medical & Psychiatric Social Workers counsel and aid individuals and families with problems that may arise during or following the recovery from physical or mental illness by providing supportive services designed to help the persons understand, accept, & follow medical recommendations. Includes Chemical Dependency Counselors.

**Other Job Titles Used By Other Job Classification Systems: SOC & O\*Net:** “Social and Community Service Managers”, 11-9151.00; “Substance Abuse and Behavioral Disorder Counselors”, 21-1011.00; “Medical and Public Health Social Workers”, 21-1022.00; “Mental Health Counselor”, 21-1014.00; and “Mental Health and Substance Abuse Social Workers”, 21-1023.00 **DOT:** “Bereavement Counselor”; “Case Manager”; “Social Worker, Medical”; “Social Worker, Psychiatric”; “Substance Abuse Counselor” **Other Titles Used By Employers Responding To This Survey:** “Behavioral Health Therapist”; “Case Management Supervisor”; “Case Manager”; “Consumer Services Coordinator”; “Day Treatment Coordinator”; “Domestic Violence Program Coordinator”; “Family Advocates”; “Family Resource Counselor/ Consultant”; “Health Services Case Manager I & II”; “Home Health Medical Social Worker”; “Human Services Counselor (or Provider)”; “Human Services Director”; “Intervention Counselor I & II”; “Licensed Clinical Social Worker”; “Marriage & Family Therapists”; “Masters of Social Work”; “Mental Health Project Coordinator”; “Mental Health Worker/Specialist”; “Prevention Services Coordinator”; “Psychiatric Social Worker I & II”; “Psychiatric Technician”; “Psycho-Social Case Manager”; “Senior Mental Health Counselor/Specialist”; “Service Coordinator I, II & III”; “Social Worker”; “Social Service Coordinator”; “Social Services Provider”; “Substance Abuse Counselor”; “Supervising Intervention Counselor”

**Other Duties of Jobs Included (not specified in above definition):** Due to variety of positions and specialties (and lack of space here after listing titles), the duties are presented in Appendix A.

### Employer Requirements

#### Work Experience:

**Required:** 65% **Preferred:** 30% **Not Required:** 5%  
Employers require or prefer applicants to have 6 – 36 months of experience in this occupation (avg. 20 mos.).  
**Of employers requiring or preferring experience (95%):**  
As a substitute for experience, 53% will accept 3 - 24 months training; 47% will accept 6 - 36 months experience in similar counseling/social service occupations.

**Level of Education:** 30% of employers require graduate study; 30% require bachelors degree; 25% require associates degree; & 15%, high school degree or equiv.

#### Technical/Vocational Training and/or Certification:

55% of employers require or prefer applicants to have 3 – 24 months (avg. 10 mos.) training in social work, psychology, public health, mental health, or substance abuse counseling, generally for certifications/licenses/degrees.

#### Skills and Qualifications (also see p. 68 in Appendix B):

~ Knowledge of methods/principles for diagnosis, treatment, and rehabilitation of physical/mental dysfunctions; or hospice, disabled or elderly care  
~ Counseling skills: listening, recording, advising  
~ Communicate effectively, verbally and in writing  
~ Ability to follow instructions of MDs and Specialists

### Wages and Benefits

#### Hourly Wages:

	<u>Non-Union</u> <u>Range</u>	<u>Union</u> <u>Range</u>	<u>Non-Union</u> <u>Median</u>	<u>Union</u> <u>Median</u>
<b>New Hires, No Experience:</b>	\$7.30 - 20.00	\$14.56 - 14.65	\$15.03	\$14.61
<b>New Hires, Experienced:</b>	\$7.30 - 24.28	\$15.96 - 23.45	\$18.90	\$16.25
<b>After 3 Years With Firm:</b>	\$8.22 - 35.00	\$17.81 - 27.14	\$20.32	\$19.02

### Hours Worked & Shifts

**Full-time:** 82%; avg. 40 hrs/wk  
**Part-time:** 6%; avg. 22 hrs/wk  
**Temp/Seas:** 12%; avg. 40 hrs/wk  
All employers have day shifts; 10% swing & overnight hrs; 30% on-call.

#### Benefits:

#### % of Employers Offering Benefits

	Employer Pays All		Shared Cost		Employee Pays All		No Plan Offered	
	Full-Time	P-T	Full-Time	P-T	F-T	P-T	F-T	P-T
<b>Medical Insurance</b>	63	25	38	25	0	0	0	50
<b>Dental Insurance</b>	50	25	38	25	0	0	13	50
<b>Vision Insurance</b>	56	25	38	25	0	0	6	50
<b>Life Insurance</b>	75	13	6	25	6	0	13	63
<b>Sick Leave</b>	94	50	6	0	0	0	0	50
<b>Vacation</b>	94	50	6	0	0	0	0	50
<b>Retirement Plan</b>	25	25	38	25	31	0	6	50
<b>Other</b>	0	0	0	0	6	0	94	100

### Union or Collective Bargaining Status

35% of responding employers indicated their employees are unionized/organized for this occupation.

#### Gender

32% Male  
68% Female



**Where the Jobs Are - Industries Employing Occupation:**

- ~ Individual & Family Social Services    ~ Public Order and Safety
- ~ Specialty Outpatient Facilities        ~ County Government
- ~ Skilled Nursing Care or Residential Care Facilities
- ~ Hospitals and Medical Clinics
- ~ Home Health Care Services

**Growth Trends:** 65% of employers surveyed expected their employment in this occupation to *remain stable* in the next 24 months; 30% expected it to *grow* in the next 24 months. 40% *grew* in last year.

**Size of the Occupation:** Medium

**EDD Projections:** 1999: 175    2006: 215

**7 yr. Growth Rate:** faster than average (23%)

**Projections for Job Openings:**

EDD Projections                      **1999 to 2006**

**New Jobs** through 2006:                      40

**Separations** through 2006:                      90

**Total Job Openings** to 2006:                      130

**Supply and Demand**

**Degree of Difficulty Finding *Qualified* Applicants:**

- 1) Employers Wanting to Hire *Only Experienced* Workers for this Occupation:
- 2) Employers Who Hire Applicants *With or Without Work Experience* in this Occupation:

Not Difficult	Moderately Difficult	Very Difficult
		X
	X	

From the perspective of *qualified* applicants (*i.e., those with appropriate skills & abilities*): the job market for those with work experience is not competitive; and for those without work experience it is moderately competitive.

**Turnover:** The survey revealed a turnover rate of 17% for employees in this occupation in the past 12 months.

**Recruitment:** The most common and successful recruitment methods reported by employers for this occupation were: newspaper ads; the internet; employee referrals; and in-house promotion or transfer.

**Other Information**

**Employer Responses:** 20 employers, representing 190 employees in this occupation, provided responses used in developing the analysis for this occupational profile.

**Other Resources for Information About This Occupation:** EDD Occupational Guide (1998) available at LMID website: <http://www.calmis.ca.gov/file/occguide/SOCWORK.HTM> Further details available at O\*Net On-line: <http://online.onetcenter.org/report?r=1&id=1251> ; <http://online.onetcenter.org/report?r=1&id=1252> ; and <http://online.onetcenter.org/report?r=1&id=41> And from the Bureau of Labor Statistics website: <http://stats.bls.gov/oco/ocos060.htm> and <http://stats.bls.gov/oco/ocos067.htm>

**Licensing or Skill-Certifying Organizations For This Occupation:** Licensed Clinical Social Workers (LCSW) and Marriage and Family Therapists (MFT, formerly MFCC) are licensed in California by the Board of Behavioral Sciences within the Department of Consumer Affairs, (916)445-4933, <http://www.bbs.ca.gov/> They also register Associate Clinical Social Workers (ASW) and MFT Interns. Many positions require graduate study.

**Promotional Opportunities/Career Ladders:** Titles of positions to which workers in this occupation may be promoted include: “Administrator (or Director)”; “Area Coordinator”; “Health Department Manager”; “House Supervisor”; “Licensed Clinical Social Worker”; “Manager”; “Supervisor”

**Training Providers\***

	<b><u>City</u></b>	<b><u>Main Phone#</u></b>	<b><u>Website or Department Email or Ph. Contact</u></b>
<i>Butte Comm. College -Butte Co.</i>	Oroville	(530)895-2511	<a href="http://www.butte.cc.ca.us/offerProg.html">http://www.butte.cc.ca.us/offerProg.html</a>
<b>California State University, Chico</b>	Chico	(530)898-4636	<a href="http://www.csuchico.edu/bss">http://www.csuchico.edu/bss</a>
<i>Clear Lake Community College</i>	Clearlake	(707)995-7900	<a href="http://clearlake.yccd.edu/instruction/index.htm">http://clearlake.yccd.edu/instruction/index.htm</a>
<i>Mendocino Community College</i>	Ukiah	(707)468-3102	<a href="http://www.mendocino.cc.ca.us/index.html">http://www.mendocino.cc.ca.us/index.html</a>
<i>Yuba Community College</i>	Marysville	(530)741-6700	<a href="http://www.yuba.cc.ca.us/">http://www.yuba.cc.ca.us/</a>

\**Certificate-issuing* school names are printed in *italics*; and **degree-granting** schools (for this job) are in **bold** type.

**Disclaimer:** The Employment Development Department (EDD) does not endorse the schools listed. Also, training programs change frequently, so we suggest contacting the schools to verify training information.

Colusa, Glenn, Lake, Sutter, and Yuba Counties

# Systems Analyst

**OES Code:** 251020

**Survey Year:** 2002

**OES Definition:** Systems Analysts, Electronic Data Processing, analyze business, scientific, and technical problems for application to electronic data processing systems. Does not include persons working primarily as engineers, mathematicians, programmers, or scientists.

**Other Job Titles Used By Other Job Classification Systems: SOC & O\*Net:** “Computer and Information Systems Managers”, 11-3021.00; “Computer Systems Analysts”, 15-1051.00; and “Network Systems and Data Communications Analysts”, 15-1081.00. **DOT:** “Data Communication Analyst”, “Programmer-Analyst”, and “Quality Assurance Analyst”

**Other Titles Used By Employers Responding To This Survey:** “Computer Specialist (or Technician)”; “Data Systems Analyst”; “Director of Administrative Technology”; “Information Systems Operator”; “IT Coordinator (or Technician or Technical Manager)”; “Information Services Manager”; “Information Systems Analyst (or Specialist)”; “Information Technology Support Specialist III”; “Internet Service Provider Office Manager”; “Internet Systems Specialist”; “Junior Systems Analyst”; “MIS Director”; “Network Administrator”; “Network Manager”; “Network (Systems) Analyst”; “President”; “Senior Network Technician”; “Senior Systems Analyst”; “Systems Administrator”; “System Services Analyst”; and “Technology Coordinator”

**Other Duties of Jobs Included (not specified in above definition):** Due to variety of positions and specialties (and lack of space here after listing titles), the duties are presented in Appendix A.

## Employer Requirements

### Work Experience:

*Not*

**Required:** 82% **Preferred:** 18% **Required:** 0%

Employers require or prefer applicants to have 12 – 72 months of experience in this occupation (avg. 32 mos.).

**Of employers requiring or preferring experience (100%):**

As a substitute for experience, 68% will accept 6 - 60 months training, and 14% will accept 18 – 24 months experience in a similar occupation like engineer or MIS manager.

**Level of Education:** 100% of employers require a high school degree or equivalent; 36% require associates degree; & 41% require bachelors degree.

### Technical/Vocational Training and/or Certification:

87% of employers require or prefer applicants to have 4 – 48 months (avg. 12 mos.) training in network administration, operating systems, router/internet/email systems, and/or database administration.

### Skills and Qualifications:

~ Knowledge of network and operating systems  
~ Knowledge of hardware; peripheral equipment; and software applications for information management  
~ Keyboard skill/dexterity  
~ Ability to understand technical manuals  
~ Ability to test/troubleshoot computer systems  
~ Communicate effectively, verbally and in writing  
~ Analyze MIS needs of firm

## Wages and Benefits

### Non-Union

### Union

### Non-Union

### Union

### Hourly Wages:

### Range

### Range

### Median

### Median

**New Hires, No Experience:** insuffic. data \$12.56 - 21.60 insuffic. data \$18.56

**New Hires, Experienced:** \$11.00 - 29.40 \$13.19 - 23.44 \$20.18 \$20.06

**After 3 Years With Firm:** \$14.00 - 34.04 \$14.54 - 25.84 \$23.42 \$23.09

## Hours Worked & Shifts

**Full-time:** 96%; avg. 40 hrs/wk

**Part-time:** 3%; avg. 25 hrs/wk

**Temp/Seas:** 1%; avg. 40 hrs/wk

Day shifts–95%; additional hours as needed/on-call for emergencies.

## Benefits:

### % of Employers Offering Benefits

Plan Offered, But

No Plan

Employer Pays All

Shared Cost

Employee Pays All

Offered

	Full-Time		P-T		Full-Time		P-T		F-T		P-T		F-T		P-T	
<b>Medical Insurance</b>	68	0	27	50	0	0	5	50	0	0	5	50	0	0	5	50
<b>Dental Insurance</b>	73	0	23	50	0	0	5	50	0	0	5	50	0	0	5	50
<b>Vision Insurance</b>	68	0	18	50	0	0	14	50	0	0	14	50	0	0	14	50
<b>Life Insurance</b>	68	0	0	50	0	0	32	50	0	0	32	50	0	0	32	50
<b>Sick Leave</b>	100	0	0	50	0	0	0	50	0	0	0	50	0	0	0	50
<b>Vacation</b>	100	50	0	0	0	0	0	50	0	0	0	50	0	0	0	50
<b>Retirement Plan</b>	45	0	32	50	14	0	9	50	14	0	9	50	0	0	9	50
<b>Other</b>	0	0	0	0	0	0	100	100	0	0	100	100	0	0	100	100

## Union or Collective Bargaining Status

36% of responding employers indicated their employees are unionized/organized for this occupation.

## Gender

78% Male

22% Female

**Where the Jobs Are - Industries Employing Occupation:**

~ Computer Systems Design & Data Processing Services  
 ~ School Districts, Colleges, Universities, and Private Schools  
 ~ State/Local Government ~ Internet Service Providers  
 ~ Communication and Computer Services (not elsewhere classified)  
 ~ Regulation & Administration of Transportations Programs

**Growth Trends:** 77% of employers surveyed expected their employment in this occupation to *remain stable* in the next 24 months; 23% expected it to *grow* in the next 24 months. 18% *grew* in last year.

**Size of the Occupation:** Medium

**EDD Projections:** 1999: 100 2006: 160  
**7 yr. Growth Rate:** much faster than avg.(60%)

**Projections for Job Openings:**

EDD Projections **1999 to 2006**  
**New Jobs** through 2006: 60  
**Separations** through 2006: 5  
**Total Job Openings** to 2006: 65

**Supply and Demand**

**Degree of Difficulty Finding *Qualified* Applicants:**

- 1) Employers Wanting to Hire *Only Experienced* Workers for this Occupation:
- 2) Employers Who Hire Applicants *With or Without Work Experience* in this Occupation:

Not Difficult	Moderately Difficult	Very Difficult
	X	
		X

**Turnover:** The survey revealed a turnover rate of 14% for employees in this occupation in the past 12 months.

**Recruitment:** The most common and successful recruitment methods reported by employers for this occupation were: newspaper ads; the internet; colleges/universities; and in-house promotion or transfer.

**Other Information**

**Employer Responses:** 22 employers, representing 67 employees in this occupation, provided responses used in developing the analysis for this occupational profile.

**Other Resources for Information About This Occupation:** Several related EDD Occupational Guides, somewhat outdated (1994 & 1995), available under "Network..." and "Systems..." at LMID website: <http://www.calmis.ca.gov/htmlfile/subject/guide.htm> More up-to-date details available at O\*Net On-line website: <http://online.onetcenter.org/report?r=1&id=16> or <http://online.onetcenter.org/report?r=1&id=192> or <http://online.onetcenter.org/report?r=1&id=198> And at the Bureau of Labor Statistics website: <http://stats.bls.gov/oco/ocos042.htm> The latter is a good, wide-ranging review of related occupations and trends.

**Licensing or Skill-Certifying Organizations For This Occupation:** Information on Microsoft certifications available at: <http://directory.microsoft.com/resourcedirectory/training.aspx?directlink=true&languageid=25> In NCCC area, Clear Lake Community College and Yuba Community College are MS-approved training/certification centers. Institute for Certification of Computing Professionals (ICCP) provides certifications, <http://www.iccp.org> Many other certifications are available from hardware, software, database/network vendors (e.g. Cisco, Oracle).

**Promotional Opportunities/Career Ladders:** Titles of positions to which workers in this occupation may be promoted include: "Business Manager"; "Database Manager"; "Director of Administrative Technology (or Information Systems)"; "Information Systems (or Technology) Manager"; "Technology Coordinator"; "Vice-President";

**Training Providers\***

	City	Main Phone #	Website or Department Email or Ph. Contact
<b>Butte Comm. College-Butte Co.</b>	Oroville	(530)895-2511	<a href="http://www.butte.cc.ca.us/offerProg.html">http://www.butte.cc.ca.us/offerProg.html</a>
<i>CSU Chico, Extension</i>	Chico	(530)898-6105	<a href="http://rce.csuchico.edu/it/index.asp">http://rce.csuchico.edu/it/index.asp</a> some courses on-line
<b>Clear Lake Community College</b>	Clearlake	(707)995-7900	<a href="http://clearlake.yccd.edu/instruction/">http://clearlake.yccd.edu/instruction/</a>
<b>Mendocino Community College</b>	Ukiah	(707)468-3102	<a href="http://www.mendocino.cc.ca.us/index.html">http://www.mendocino.cc.ca.us/index.html</a>
<b>Yuba Community College</b>	Marysville	(530)741-6700	<a href="http://www.yccd.edu/vocational_programs/index.htm">http://www.yccd.edu/vocational_programs/index.htm</a>

\*Certificate-issuing school names are printed in *italics*; and degree-granting schools (for this job) are in **bold** type.

**Disclaimer:** The Employment Development Department (EDD) does not endorse the schools listed. Also, training programs change frequently, so we suggest contacting the schools to verify training information.

Colusa, Glenn, Lake, Sutter, and Yuba Counties



# Teachers – Secondary School

**OES Code:** 313080

**Survey Year:** 2002

**OES Definition:** Secondary School Teachers instruct students in public or private high schools in one or more subjects, such as English, mathematics, or social studies. *Includes* vocational high school teachers. Does not include special education teachers who teach only students with disabilities.

**Other Job Titles Used By Other Job Classification Systems: SOC & O\*Net:** “Secondary School Teachers, Except Special and Vocational Education”, 25-2031.00; “Vocational Education Teachers, Secondary School”, 25-2032.00 **DOT:** “Instructor, Military Science”; “Instructor, Physical Education”; “Teacher, Industrial Arts”; “Teacher, Secondary School” **Other Titles Used By Employers Responding To This Survey:** “High School Teacher”; “Secondary School Teacher”; “Teacher”; “Teacher - Community Court School”

**Other Duties of Jobs Included (not specified in above definition):** 1) Prepares course outlines/objectives according to applicable curriculum guidelines, state/local requirements; 2) Instructs students using various teaching methods, such as lecture, demonstration, & media; 3) Uses audiovisual and digital equipment, including computers, for presentations & record-keeping; 4) Assigns lessons & corrects homework. 5) Develops & administers tests; 6) Evaluates, records, and reports student progress; 7) Confers with students, parents, and school counselors to resolve behavioral and academic problems; 8) Maintains discipline in classroom; 9) Participates in professional meetings; 10) Orders, issues, stores and inventories classroom equipment, materials, and supplies; 11) Keeps attendance records; 12) Performs advisory duties to: student organizations; students selecting courses; and students w/problems.

## Employer Requirements

### Work Experience:

*Not*

**Required:** 0% **Preferred:** 68% **Required:** 32%

Employers require or prefer applicants to have 10 – 36 months of experience in this occupation (avg. 13 mos.).

**Of employers requiring or preferring experience (68%):**

As a substitute for experience, 38% will accept 3 - 12 months training; and 18% will accept 6 - 12 months experience in similar teaching or guidance occupations.

**Level of Education:** All employers require a bachelors degree; 5% require graduate study.

SB2042 requires new teachers to complete a two-year induction program to earn a “professional clear teaching credential”, during first two years of teaching.

### Technical/Vocational Training and/or Certification:

21% of employers require 4 – 10 months (avg. 6 mos.) training. Need California Multiple Subject or Single Subject Teaching Credential.

### Skills and Qualifications:

~ Bachelor degree and demonstrated competence in subject matter for which certified	~ Develop, administer, and grade tests/examinations
~ Ability to lecture and/or present information to a group many hours a day	~ Record-keeping
~ Basic skills and character fitness	~ Knowledge of developmental issues for youths
	~ Ability to confer with parents and teenagers to attempt to correct problems
	~ Attend workshops

## Wages and Benefits

### Hourly Wages:

### Range

### Median

**New hires, No Experience:** \$15.14 – 30.84 \$26.15

**New Hires, Experienced:** \$16.15 – 33.29 \$27.27

**After 3 Years With Firm:** \$17.16 – 36.22 \$29.37

## Hours Worked & Shifts

**Full-time:** 94%; avg. 40 hrs/wk

**Part-time:** 5%; avg. 23 hrs/wk

**Temp/Seas:** 1%; avg. 11 hrs/wk

All employers have day shifts; none have swing or overnight hrs.

### Benefits:

### % of Employers Offering Benefits

Plan Offered, But

No Plan

Employer Pays All

Shared Cost

Employee Pays All

Offered

	Full-Time		P-T		Full-Time		P-T		F-T		P-T		F-T		P-T	
<b>Medical Insurance</b>	74	8	26	50	0	0	0	0	0	0	0	42	0	0	0	42
<b>Dental Insurance</b>	79	8	21	50	0	0	0	0	0	0	0	42	0	0	0	42
<b>Vision Insurance</b>	74	8	21	50	0	0	0	0	0	0	0	42	5	0	0	42
<b>Life Insurance</b>	63	17	5	25	0	0	0	0	0	0	0	58	32	0	0	58
<b>Sick Leave</b>	89	83	0	0	0	0	0	0	0	0	0	17	11	0	0	17
<b>Vacation</b>	21	17	0	0	0	0	0	0	0	0	0	83	79	0	0	83
<b>Retirement Plan</b>	26	17	63	58	11	8	0	17	0	0	0	17	0	0	0	17
<b>Other</b>	0	0	0	0	0	0	0	0	100	0	0	100	100	0	0	100

### Union or Collective Bargaining Status

84% of responding employers indicated their employees are unionized/organized for this occupation.

### Gender

57% Male

43% Female

<p><b>Where the Jobs Are</b> - Industries Employing Occupation:</p> <ul style="list-style-type: none"> <li>~ School Districts</li> <li>~ Private Schools</li> <li>~ County Offices of Education/Superintendents of Schools</li> <li>~ Alternative High Schools and Court Schools</li> </ul>	<p><b>Size of the Occupation:</b> Very Large  <b>EDD Projections:</b> 1999: 800 2006: 940  <b>7 yr. Growth Rate:</b> average (18%)</p>
<p><b>Growth Trends:</b> 68% of employers surveyed expected their employment in this occupation to <i>remain stable</i> in the next 24 months; 26% expected it to <i>grow</i> in the next 24 months. 42% <i>grew</i> in last year.</p>	<p><b>Projections for Job Openings:</b>  EDD Projections <b>1999 to 2006</b>  <b>New Jobs</b> through 2006: 140  <b>Separations</b> through 2006: 190  <b>Total Job Openings to 2006:</b> 330</p>

<b>Supply and Demand</b>			
<b>Degree of Difficulty Finding <u>Qualified</u> Applicants:</b>			
	Not Difficult	Moderately Difficult	Very Difficult
1) Employers Wanting to Hire <i>Only Experienced Workers</i> for this Occupation:	Not Applicable:	No employers require experience.	
2) Employers Who Hire Applicants <i>With or Without Work Experience</i> in this Occupation:		X	
<b>Turnover:</b> The survey revealed a turnover rate of 11% for employees in this occupation in the past 12 months.			
<b>Recruitment:</b> The most common and successful recruitment methods reported by employers for this occupation were: the internet; newspaper ads; colleges/universities; and school/program referrals.			

<b>Other Information</b>
<b>Employer Responses:</b> 19 employers, representing 604 employees in this occupation, provided responses used in developing the analysis for this occupational profile.
<b>Other Resources for Information About This Occupation:</b> EDD Occupational Guide (1999) available at LMID website: <a href="http://www.calmis.ca.gov/file/occguid/TEACHSEC.HTM">http://www.calmis.ca.gov/file/occguid/TEACHSEC.HTM</a> Further details available at O*Net On-line website: <a href="http://online.onetcenter.org/report?r=1&amp;id=1292">http://online.onetcenter.org/report?r=1&amp;id=1292</a> And at BLS website: <a href="http://stats.bls.gov/oco/ocos069.htm">http://stats.bls.gov/oco/ocos069.htm</a>
<b>Licensing or Skill-Certifying Organizations For This Occupation:</b> California Commission on Teacher Credentialing: <a href="http://www.ctc.ca.gov/">http://www.ctc.ca.gov/</a> and <a href="http://www.ctc.ca.gov/credentialinfo/apply.html">http://www.ctc.ca.gov/credentialinfo/apply.html</a> SB57 (2001), established two new options in 2002 to expedite teacher credentialing: one for experienced private school teachers & the other allows qualified individuals to challenge teacher preparation requirements by demonstrating they possess the skills, knowledge and abilities typically acquired in a teacher preparation program, through successful completion of written examinations of education foundations and pedagogy, and a Teaching Performance Assessment. Starting in 2003, CSET battery of tests is replacing Praxis II and SSAT tests for certifying subject matter competence for teachers. School districts often require successful CBEST-basic skills test, but that is not a state credential requirement.
<b>Promotional Opportunities/Career Ladders:</b> Titles of positions to which workers in this occupation may be promoted include: "Assistant Principal"; "Principal"; "Program Director"; "Vice-Principal". SB1655 (2002) has "created an expedited route" to the preliminary and professional administrative services credential needed for advancement to administrative positions. (See CA Commission on Teacher Credentialing Newsletter - Fall, 2002, at: <a href="http://www.ctc.ca.gov/aboutctc/fall_2002_nl.pdf">http://www.ctc.ca.gov/aboutctc/fall_2002_nl.pdf</a> , page 4) (Re: SB57, cited above, see same document, page 6.)

<b>Training Providers*</b>	<b>City</b>	<b>Main Phone #</b>	<b>Website or Department Email or Ph. Contact</b>
Butte Comm. College - Butte Co.	Oroville	(530)895-2511	<a href="http://www.butte.cc.ca.us/offerProg.html">http://www.butte.cc.ca.us/offerProg.html</a>
<b>California State University, Chico</b>	Chico	(530)898-4636	<a href="http://www.csuchico.edu/edsc/">http://www.csuchico.edu/edsc/</a>
<b>Chapman University</b>	Yuba City	(530)674-2758	<a href="http://www.chapman.edu/univcoll/ac/yubacity/">http://www.chapman.edu/univcoll/ac/yubacity/</a>
Clear Lake Community College	Clearlake	(707)995-7900	<a href="http://clearlake.yccd.edu/instruction/index.htm">http://clearlake.yccd.edu/instruction/index.htm</a>
Mendocino Community College	Ukiah	(707)468-3102	<a href="http://www.mendocino.cc.ca.us/index.html">http://www.mendocino.cc.ca.us/index.html</a>
Yuba Community College	Marysville	(530)741-6700	<a href="http://www.yuba.cc.ca.us/">http://www.yuba.cc.ca.us/</a>

\*Certificate-issuing school names are printed in *italics*; and **degree-granting** schools (for this job) are in **bold** type.

Disclaimer: The Employment Development Department (EDD) does not endorse the schools listed. Also, training programs change frequently, so we suggest contacting the schools to verify training information.

Colusa, Glenn, Lake, Sutter, and Yuba Counties

# Tellers

**OES Code:** 531020

**Survey Year:** 2002

**OES Definition:** Tellers receive and pay out money, and keep records of money and negotiable instruments involved in various financial institutions' transactions.

**Other Job Titles Used By Other Job Classification Systems: SOC & O\*Net:** Same title used, code 43-3071.00

**DOT:** "Coupon Clerk"; "Foreign Banknote Teller-Trader"; "Teller"; "Teller, Vault"

**Other Titles Used By Employers Responding To This Survey:** "Customer Service Representative"

**Other Duties of Jobs Included (not specified in above definition):** 1) Receives checks and cash for deposit, verifies amount, & examines checks for endorsements; 2) Cashes checks and pays out money after verification of signatures and balances; 3) Counts currency, coins, and checks received for deposit by hand or currency-counting machine; 4) Enters transactions into computer & issues receipts; 5) Examines coupons and bills presented for payment to verify issue, payment date, and amount; 6) Balances currency, coin, and checks in cash drawer at end of shift; 7) Prepares daily inventory of currency, drafts, and travelers checks; 8) Explains, promotes, or sells products or services, such as travelers checks, savings bonds, money orders, and cashier's checks; 9) Removes deposits from automated teller machines and night depository; counts and balances cash in them; 10) Provides information on foreign currency, exchange values, and transaction fees for currency exchange; 11) Prepares and/or mails reports and correspondence relating to discrepancies, errors, and outstanding unpaid items.

## Employer Requirements

### Work Experience:

*Not*

**Required:** 0% **Preferred:** 33% **Required:** 67%

Employers prefer applicants to have 6 months of experience in this occupation.

**Of employers requiring or preferring experience (33%):**

As a substitute for experience, 100% will accept 6 months training; and 100% will accept 3 - 6 months experience in a similar occupation involving cash-handling and/or computer data entry.

**Level of Education:** 100% of employers require a high school degree or equivalent; and none require higher education.

### Technical/Vocational Training and/or Certification:

No employers require technical/vocational training, but 7% of employers prefer applicants/new hires to have training.

### Skills and Qualifications:

~ basic math skills  
~ 10 key calculator and computer keyboard skills  
~ knowledge of clerical and administrative systems and procedures  
~ ability to learn & operate customized bank software

~ ability to communicate effectively & listen well  
~ customer service  
~ alertness and knowledge of phony checks/currency  
~ preparation of reports using forms and computer  
~ manual dexterity

## Wages and Benefits

### Hourly Wages:

#### Range

#### Median

**New hires, No Experience:**

\$7.50 – 8.50

\$8.00

**New Hires, Experienced:**

\$8.00 – 9.50

\$9.00

**After 3 Years With Firm:**

\$9.99 – 11.50

\$11.00

## Hours Worked & Shifts

**Full-time:** 36%; avg. 39 hrs/wk

**Part-time:** 64%; avg. 23 hrs/wk

**Temp/Seas:** 0%

All employers have day shifts, and none have swing or overnight hrs.

## Benefits:

### % of Employers Offering Benefits

Plan Offered, But

No Plan

Employer Pays All

Shared Cost

Employee Pays All

Offered

	Full-Time		P-T		F-T		P-T	
Medical Insurance	18	7	82	64	0	0	0	29
Dental Insurance	27	14	73	57	0	0	0	29
Vision Insurance	27	14	73	57	0	0	0	29
Life Insurance	55	21	36	43	0	0	9	36
Sick Leave	91	86	0	0	0	0	9	14
Vacation	100	100	0	0	0	0	0	0
Retirement Plan	0	0	82	64	0	0	18	36
Other	9	7	0	0	0	0	91	93

## Union or Collective Bargaining Status

0% of responding employers indicated their employees are unionized/organized for this occupation.

## Gender

9% Male

91% Female

**Where the Jobs Are - Industries Employing Occupation:**

- ~ National Commercial Banks ~ State Commercial Banks
- ~ Savings Institutions, Federally Chartered
- ~ Savings Institutions, Not Federally Chartered
- ~ Credit Unions

**Growth Trends:** 73% of employers surveyed expected their employment in this occupation to *remain stable* in the next 24 months; 27% expected it to *grow* in the next 24 months. 20% *grew* in last year.

**Size of the Occupation:** Large

**EDD/NCC Projections:** 1999:235 2006:265

**7 yr. Growth Rate:** slower than average (13%)

**Projections for Job Openings:**

EDD/NCCC Projections **1999 to 2006**

**New Jobs** through 2006: 30

**Separations** through 2006: 190

**Total Job Openings** to 2006: 220

**Supply and Demand**

**Degree of Difficulty Finding Qualified Applicants:**

	Not Difficult	Moderately Difficult	Very Difficult
1) Employers Wanting to Hire <i>Only Experienced</i> Workers for this Occupation:	Not Applicable:	No employers require experience.	
2) Employers Who Hire Applicants <i>With or Without Work Experience</i> in this Occupation:		X	

**Turnover:** The survey revealed a turnover rate of 29% for employees in this occupation in the past 12 months.

**Recruitment:** The most common and successful recruitment methods reported by employers for this occupation were: newspaper ads; walk-in applicants; employee referrals; and the internet.

**Other Information**

**Employer Responses:** 15 employers, representing 169 employees in this occupation, provided responses used in developing the analysis for this occupational profile.

**Other Resources for Information About This Occupation:** EDD Occupational Guide (1998) available at LMID website: <http://www.calmis.ca.gov/file/occguide/TELLER.HTM> Further details available at O\*Net On-line website: <http://online.onetcenter.org/report?r=1&id=450> And from the Bureau of Labor Statistics website: <http://stats.bls.gov/oco/ocos126.htm>

**Licensing or Skill-Certifying Organizations For This Occupation:** None applicable.

**Promotional Opportunities/Career Ladders:** Titles of positions to which workers in this occupation may be promoted include: "Customer Service Manager"; "Financial Officer"; "Manager"; "Operations Manager (or Supervisor)"; "Service Manager (or Officer)"

**Training Providers\***

**City**

**Main Phone #**

**Website or Department Email or Ph. Contact**

NO TRAINING PROVIDERS SPECIFIC TO THIS OCCUPATION WERE DISCOVERED, YET BUSINESS MATH AND COMPUTER APPLICATIONS CLASSES AT COMMUNITY COLLEGES AND REGIONAL OCCUPATIONAL PROGRAMS MAY BE CONSTRUED AS APPROPRIATE TRAINING.

\**Certificate-issuing* school names are printed in *italics*; and **degree-granting** schools (for this job) are in **bold** type.

**Disclaimer:** The Employment Development Department (EDD) does not endorse the schools listed. Also, training programs change frequently, so we suggest contacting the schools to verify training information.



# Travel Agents

OES Code: 430210

Survey Year: 2002

**OES Definition:** Travel Agents plan entire trips for customers of their travel agency. Their duties include determining destinations, modes of transportation, travel dates, costs, accommodations required, and planning, describing, or selling itinerary package tours. Travel Agents may specialize in foreign or domestic service, individual or group travel, specific geographical area, airplane charters, or package tours.

**Other Job Titles Used By Other Job Classification Systems: SOC & O\*Net:** Same title used, code 41-3041.00 (3 related O\*Net classifications: "Reservation and Transportation Ticket Agents and Travel Clerks"; "Reservation and Transportation Ticket Agents"; & "Travel Clerks" -- codes 43-4181.00, .01, and .02, respectively)

**DOT:** "Travel Agent" **Other Titles Used By Employers Responding To This Survey:** None reported.

**Other Duties of Jobs Included (not specified in above definition):** 1) Plans, describes, arranges & sells itinerary tour packages & promotional travel incentives offered by various travel carriers; 2) Converses with customer to determine destination, mode of transportation, travel dates, financial considerations, & accommodations required; 3) Computes cost of travel & accommodations, using calculator, computer, carrier tariff books, & hotel rate books, or quotes package tour's costs; 4) Books transportation and hotel reservations, using computer terminal or telephone; 5) Provides customer with brochures and publications containing travel information, such as local customs, points of interest, or foreign country regulations; 6) Prints or requests transportation carrier tickets, using computer system and link to travel carrier; 7) Collects payment for transportation & accommodations from customer.

## Employer Requirements

### Work Experience:

*Not*

**Required:** 56% **Preferred:** 33% **Required:** 11%

Employers require or prefer applicants to have 24 – 60 months of experience in this occupation (avg. 35 mos.).

**Of employers requiring or preferring experience (89%):**

As a substitute for experience, 50% will accept 6 - 12 months training; and 75% will accept 24 - 60 months experience in a sales or computer related occupation.

**Level of Education:** 89% of employers reported requiring a high school degree or equivalent; and 11% require an associates degree.

### Technical/Vocational Training and/or Certification:

55% of employers require or prefer applicants to have 3 – 24 months (avg. 13 mos.) of computer and tourism industry training.

### Skills and Qualifications:

~ Excellent keyboard & computer skills, and ability to learn custom applications  
~ Knowledge of tourism & travel industry: travel sales and booking procedures

~ Customer service/sales  
~ Basic math skills  
~ Communicate effectively, verbally & in writing with co-workers, vendors, and customers

## Wages and Benefits

### Hourly Wages:

#### Range

#### Median

**New hires, No Experience:**

\$6.75 – 7.50

\$7.24

**New Hires, Experienced:**

\$6.75 – 10.00

\$8.05

**After 3 Years With Firm:**

\$6.75 – 12.69

\$10.00

(Note: Many employers provide significant earnings from commissions on sales, in addition to wages.)

## Hours Worked & Shifts

**Full-time:** 84%; avg. 40 hrs/wk

**Part-time:** 15%; avg. 20 hrs/wk

**Temp/Seas:** 1%; avg. 10 hrs/wk

All employers have day shifts;

11% have swing and overnight hrs.

### Benefits:

#### % of Employers Offering Benefits

Plan Offered, But

No Plan

Employer Pays All

Shared Cost

Employee Pays All

Offered

	Full-Time		P-T		F-T		P-T		F-T		P-T	
<b>Medical Insurance</b>	14	0	29	0	0	0	57	100				
<b>Dental Insurance</b>	14	0	14	0	0	0	71	100				
<b>Vision Insurance</b>	14	0	14	0	0	0	71	100				
<b>Life Insurance</b>	14	0	0	0	0	0	86	100				
<b>Sick Leave</b>	71	0	0	0	0	0	29	100				
<b>Vacation</b>	86	0	0	0	0	0	14	100				
<b>Retirement Plan</b>	14	0	29	0	0	0	57	100				
<b>Other</b>	14	25	14	0	0	0	71	75				

## Union or Collective Bargaining Status

0% of responding employers indicated their employees are unionized/organized for this occupation.

## Gender

17% Male

83% Female

<p><b><u>Where the Jobs Are</u></b> - Industries Employing Occupation:</p> <ul style="list-style-type: none"> <li>~ Travel Agencies</li> <li>~ Tour Operators</li> <li>~ Arrangers of Passenger Transportation (not elsewhere classified)</li> </ul>	<p><b><u>Size of the Occupation:</u></b> Medium</p> <p><b><u>EDD Projections:</u></b> 1999: 160 2006: 220</p> <p><b><u>7 yr. Growth Rate:</u></b> faster than average (38%)</p>
<p><b><u>Growth Trends:</u></b> 78% of employers surveyed expected their employment in this occupation to <i>remain stable</i> in the next 24 months; 22% expected it to <i>grow</i> in the next 24 months. 11% <i>grew</i> in last year.</p>	<p><b><u>Projections for Job Openings:</u></b></p> <p>EDD Projections <b><u>1999 to 2006</u></b></p> <p><b><u>New Jobs</u></b> through 2006: 60</p> <p><b><u>Separations</u></b> through 2006: 20</p> <p><b><u>Total Job Openings</u></b> to 2006: 80</p>

## **Supply and Demand**

### **Degree of Difficulty Finding *Qualified* Applicants:**

	Not Difficult	Moderately Difficult	Very Difficult
1) Employers Wanting to Hire <i>Only Experienced</i> Workers for this Occupation:			X
2) Employers Who Hire Applicants <i>With or Without Work Experience</i> in this Occupation:			X

From the perspective of *qualified* applicants (*i.e., those with appropriate skills & abilities*): the job market for those with or without work experience is not competitive.

**Turnover:** The survey revealed a turnover rate of 2% for employees in this occupation in the past 12 months.

**Recruitment:** The most common and successful recruitment methods reported by employers for this occupation were: walk-in applicants; newspaper ads; employee referrals; and the internet.

## **Other Information**

**Employer Responses:** 9 employers, representing 186 employees in this occupation, provided responses used in developing the analysis for this occupational profile.

**Other Resources for Information About This Occupation:** EDD Occupational Guide (1996) available at LMID website: <http://www.calmis.ca.gov/file/occguide/TRAVLAGT.HTM> Further details available at O\*Net On-line website, specifically at: <http://online.onetcenter.org/report?r=1&id=422> And from the Bureau of Labor Statistics website: <http://www.bls.gov/oco/ocos124.htm>

**Licensing or Skill-Certifying Organizations For This Occupation:** None applicable.

**Promotional Opportunities/Career Ladders:** "Team Leader" "Supervisor"

## **Training Providers\***

NO TRAINING PROVIDERS SPECIFIC TO THIS OCCUPATION WERE DISCOVERED, YET BUSINESS MATH AND COMPUTER APPLICATIONS CLASSES AT COMMUNITY COLLEGES AND REGIONAL OCCUPATIONAL PROGRAMS MAY BE CONSTRUED AS APPROPRIATE TRAINING.

**City**      **Main Phone #**      **Website or Department Email or Ph. Contact**

\**Certificate-issuing* school names are printed in *italics*; and **degree-granting** schools (for this job) are in **bold** type.

**Disclaimer:** The Employment Development Department (EDD) does not endorse the schools listed. Also, training programs change frequently, so we suggest contacting the schools to verify training information.



# Truck Driver, Light – Including Delivery and Route Workers

**OES Code:** 971050

**Survey Year:** 2002

**OES Definition:** Light Truck Drivers, including Delivery and Route Workers, drive vehicles with a capacity under 3 tons. They deliver or pick up merchandise and may load and unload trucks. Does not include workers whose duties include sales.

**Other Job Titles Used By Other Job Classification Systems: SOC & O\*Net:** “Truck Drivers, Light or Delivery Services”, 53-3033.00 (with different definition of vehicle: “Drive a truck or van with a capacity of under 26,000 gross vehicle weight, primarily to deliver or pick up merchandise or to deliver packages within a specified area. May require use of automatic routing or location software. May load and unload trucks.” The SOC/O\*Net definitions do not specifically exclude drivers involved in sales, yet there is another related classification for “Driver/Sales Workers”, 53-3031.00.) **DOT:** “Driver”; “Food Service Driver”; “Liquid Fertilizer Servicer”; “Telephone-Directory-Distributor Driver” **Other Titles Used By Employers Responding To This Survey:** “Delivery Driver”; “Delivery Technicians/Patient Service Technician” (for delivery of health care supplies/equipment); “Driver”

**Other Duties of Jobs Included (not specified in above definition):** 1) Drives truck/van with capacity under 3 tons to transport materials, products, or people; 2) Follows delivery route & schedule; 3) Loads and unloads truck or van; 4) Communicates with base or other vehicles using telephone or radio; 5) Inspects and maintains vehicle and may perform emergency roadside repairs; 6) Maintains vehicle log and record of deliveries; 7) Presents billing invoice and may collect payment; 8) May use handheld computer or wireless device to record transactions.

## Employer Requirements

### Work Experience:

*Not*

**Required:** 6% **Preferred:** 19% **Required:** 75%

Employers require or prefer applicants to have 3 – 12 months of experience in this occupation (avg. 10 mos.).

**Of employers requiring or preferring experience (25%):**

As a substitute for experience, 50% will accept 3 months training; and 50% will accept 12 months experience in a service or grocery occupation.

**Level of Education:** 75% of employers do not require a high school degree or equivalent; 25% require a high school degree or equivalent; none require more.

### Technical/Vocational Training and/or Certification:

No employers reported requiring applicants to have technical/vocational training.

### Skills and Qualifications:

~ Clean driving record and ability to obtain commercial drivers license  
~ Good sight and eye-hand coordination  
~ Ability to read maps and follow route directions  
~ Customer service

~ Basic math skills  
~ Ability to lift 40 lbs.  
~ Knowledge and ability to maintain vehicle  
~ Ability to communicate effectively and listen well  
~ Prepare invoices and maintain logs

## Wages and Benefits

### Hourly Wages:

### Range

### Median

**New hires, No Experience:**

\$6.75 – 9.38

\$6.75

**New Hires, Experienced:**

\$6.75 – 10.42

\$7.00

**After 3 Years With Firm:**

\$7.00 – 12.00

\$9.00

## Hours Worked & Shifts

**Full-time:** 61%; avg. 40 hrs/wk

**Part-time:** 38%; avg. 22 hrs/wk

**Temp/Seas:** 1%; avg. 40 hrs/wk

All employers have day shifts; 6% have swing; and 0% overnight hrs.

### Benefits:

### % of Employers Offering Benefits

Plan Offered, But

No Plan

Employer Pays All

Shared Cost

Employee Pays All

Offered

	Full-Time	P-T	Full-Time	P-T	F-T	P-T	F-T	P-T
<b>Medical Insurance</b>	67	0	33	0	0	0	0	100
<b>Dental Insurance</b>	42	0	33	0	8	0	17	100
<b>Vision Insurance</b>	42	0	25	0	0	0	33	100
<b>Life Insurance</b>	50	0	8	0	0	0	42	100
<b>Sick Leave</b>	83	0	0	0	0	0	17	100
<b>Vacation</b>	100	0	0	0	0	0	0	100
<b>Retirement Plan</b>	25	0	58	0	0	0	17	100
<b>Other</b>	0	0	0	0	0	0	100	100

## Union or Collective Bargaining Status

6 % of responding employers indicated their employees are unionized/organized for this occupation.

## Gender

81% Male

19% Female

## Truck Drivers, Light – Including Delivery and Route Workers 2002 Survey, p.2 of 2

### Where the Jobs Are - Industries Employing Occupation:

- ~ Motor Vehicle Supplies & Parts      ~ Newspapers & Magazines
- ~ Bottled & Canned Beverages      ~ Groceries & Related Prods.
- ~ Medical/Dental Supplies/Equipment      ~ Florists & Gift Stores
- ~ Farm Supplies & Crop Prep.Services      ~ Furniture & Home Stores

**Growth Trends:** 100% of employers surveyed expected their employment in this occupation to *remain stable* in the next 24 months; 0% expected it to *grow* in the next 24 months. 13% *grew* in last year.

**Size of the Occupation:** Very Large

**EDD Projections:** 1999: 710 2006: 900

**7 yr. Growth Rate:** faster than average (27%)

### Projections for Job Openings:

EDD Projections **1999 to 2006**

**New Jobs** through 2006: 190

**Separations** through 2006: 80

**Total Job Openings** to 2006: 270

### Supply and Demand

#### Degree of Difficulty Finding Qualified Applicants:

- 1) Employers Wanting to Hire *Only Experienced* Workers for this Occupation:
- 2) Employers Who Hire Applicants *With or Without Work Experience* in this Occupation:

	Not Difficult	Moderately Difficult	Very Difficult
1) Employers Wanting to Hire <i>Only Experienced</i> Workers for this Occupation:	X		
2) Employers Who Hire Applicants <i>With or Without Work Experience</i> in this Occupation:	X		

From the perspective of *qualified* applicants (*i.e., those with appropriate skills & abilities*): the job market for both those with and without work experience is competitive.

**Turnover:** The survey revealed a turnover rate of 62% for employees in this occupation in the past 12 months.

**Recruitment:** The most common and successful recruitment methods reported by employers for this occupation were: walk-in applicants; employee referrals; newspaper ads; and EDD.

### Other Information

**Employer Responses:** 16 employers, representing 69 employees in this occupation, provided responses used in developing the analysis for this occupational profile.

**Other Resources for Information About This Occupation:** EDD Occupational Guide (1997) available at LMID website: <http://www.calmis.ca.gov/file/occguid/TRUCKLGT.HTM> Further details available at O\*Net On-line website: <http://online.onetcenter.org/report?r=1&id=1100> And at the Bureau of Labor Statistics website: <http://stats.bls.gov/oco/ocos246.htm>

**Licensing or Skill-Certifying Organizations For This Occupation:** California Department of Motor Vehicles (DMV) issues Class C commercial drivers license: testing done at local DMV offices.

**Promotional Opportunities/Career Ladders:** Titles of positions to which workers in this occupation may be promoted include: "Account Manager"; "Asst. Manager"; "Counterperson"; "District Sales Manager"; "Patient Service Coordinator"; "Salesperson"; "Shipping & Receiving Clerk"; "Supervisor"; "Warehouse Manager"

### Training Providers\*

	City	Main Phone #	Website or Department Email or Ph. Contact
<i>Butte Comm. College – Glenn Co.</i>	Willows	(530)865-9728	Barbara Maxey, Coordinator (530)895-1352
<i>CA Human Development Corp.</i>	Marysville	(530)741-2924	Harold Johnson
<i>Truck Driving Academy</i>	Marysville	(530)749-2930	Robby Wilson
<i>Western Truck School</i>	Yuba City	(800)929-1320	<a href="http://www.westerntruckschool.com/">http://www.westerntruckschool.com/</a>

\*Certificate-issuing school names are printed in *italics*; and **degree-granting** schools (for this job) are in **bold** type.

**Disclaimer:** The Employment Development Department (EDD) does not endorse the schools listed. Also, training programs change frequently, so we suggest contacting the schools to verify training information.

# Welders and Cutters

**OES Code:** 939140

**Survey Year:** 2002

**OES Definition:** Welders and Cutters use flamecutting, hand, arc, and gas welding equipment, and gas torches, to weld together metal components of such products as pipelines, automobiles, boilers, and ships, or join together components of fabricated sheet metal assemblies, or cut, trim, or scarf metal objects to dimensions as specified by layout, work orders, or blueprints.

**Other Job Titles Used By Other Job Classification Systems:** **SOC:** “Welders, Cutters, Solderers, and Brazers”; “Welding, Soldering & Brazing Machine Setters, Operators, & Tenders” **O\*Net:** “Welders, Production”, 51-4121.01; “Welders and Cutters”, 51-4121.02; “Welders-Fitters”, 51-4121.03; “Solderers”, 51-4121.04; “Brazers”; 51-4121.05; “Welding Machine Setters & Set-Up Operators”, 51-4122.01; “Welding Machine Operators & Tenders”, 51-4122.02; “Soldering and Brazing Machine Setters and Set-Up Operators”, 51-4122.03 “Soldering and Brazing Machine Operators and Tenders”, 51-4122.04 **DOT:** “Arc Cutter”; “Lead Burner”; “Thermal Cutter”; “Welder-Arc”; “Welder-Assembler”; “Welder-Combination”; “Welder-Fitter”; “Welder-Gas”; & welder apprentice classifications.

**Other Titles Used By Employers Responding To This Survey:** “Welders-Journeyman”

**Other Duties of Jobs Included (not specified in above definition):** 1) Reviews diagrams & work orders; 2) Positions workpieces; clamps together/assembles in fixtures; 3) Selects & inserts electrode or gas nozzle; connects hoses & cables to obtain gas or specified amperage/voltage/polarity; 4) Selects & installs torch/torch tip/filler rod/flux according to specifications or type & thickness of metal; 5) Ignites torch or power supply; 6) Welds metal parts/components together using brazing, gas, or arc welding equipment; 8) Chips or grinds off excess weld/slag/spatter using hand scraper/power chipper/portable grinder/arc-cutter; 9) Inspects finished workpiece for conformance to specifications; 10) Cleans or degreases parts, using wire brush, portable grinder, or chemical bath.

## Employer Requirements

### Work Experience:

*Not*

**Required:** 100% **Preferred:** 0% **Required:** 0%

Employers require or prefer applicants to have 12 – 60 months of experience in this occupation (avg. 40 mos.).

**Of employers requiring or preferring experience (100%):**

As a substitute for experience, 0% will accept training; 21% will accept 12 - 36 months experience in construction/welding related occupations.

**Level of Education:** 60% of employers do not require a high school degree or equivalent; 40% require a high school degree or equivalent; none require more.

### Technical/Vocational Training and/or Certification:

34% of employers require or prefer applicants to have 12 – 24 months (avg. 17 mos.) welding training.

### Skills and Qualifications:

~ Read and follow diagrams/blueprints	~ Ability to work as a team on a production line, or independently/unsupervised, depending on employer
~ Knowledge of gas and/or arc welding equipment and ability to use it safely	~ Ability to connect/adjust regulator valves/hoses/cables & clean equipment
~ Knowledge of properties of different metals and what tips & rods to use	~ Tolerance for noise & fumes

## Wages and Benefits

### Hourly Wages:

#### Range

#### Median

**New hires, No Experience:** Not Applicable Not applicable

**New Hires, Experienced:** \$9.00 – 18.00 \$12.00

**After 3 Years With Firm:** \$12.00 – 16.00 \$15.00

## Hours Worked & Shifts

**Full-time:** 90%; avg. 40 hrs/wk

**Part-time:** 0%

**Temp/Seas:** 10%; avg. 40 hrs/wk

All employers have day shifts;

## Benefits: % of Employers Offering Benefits

Employer Pays All

Shared Cost

Plan Offered, But Employee Pays All

No Plan Offered

	Employer Pays All		Shared Cost		Plan Offered, But Employee Pays All		No Plan Offered	
	Full-Time	P-T	Full-Time	P-T	F-T	P-T	F-T	P-T
<b>Medical Insurance</b>	73	na	13	na	0	na	13	na
<b>Dental Insurance</b>	33	na	7	na	0	na	60	na
<b>Vision Insurance</b>	13	na	7	na	0	na	80	na
<b>Life Insurance</b>	40	na	0	na	0	na	60	na
<b>Sick Leave</b>	20	na	0	na	0	na	80	na
<b>Vacation</b>	100	na	0	na	0	na	0	na
<b>Retirement Plan</b>	0	na	60	na	0	na	40	na
<b>Other</b>	0	na	0	na	0	na	100	na

## Union or Collective Bargaining Status

7 % of responding employers indicated their employees are unionized/organized for this occupation.

## Gender

99% Male

1% Female

<p><b>Where the Jobs Are - Industries Employing Occupation:</b></p> <p>~ Fabricated Structural Metal ~ Prefabricated Metal Buildings</p> <p>~ Architectural, Ornamental, &amp; Structural Metal Work</p> <p>~ Industrial &amp; Commercial Machinery &amp; Equipment (NEC)</p> <p>~ Plumbing, Heating, and AC ~ Farm Machinery &amp; Equipment</p> <p>~ Welding Repair ~ Heavy Construction (NEC)</p>	<p><b>Size of the Occupation:</b> Medium</p> <p><b>EDD Projections:</b> 1999: 115 2006: 140</p> <p><b>7 yr. Growth Rate:</b> faster than average (22%)</p>								
<p><b>Growth Trends:</b> 87% of employers surveyed expected their employment in this occupation to <i>remain stable</i> in the next 24 months; 13% expected it to <i>grow</i> in the next 24 months. 40% <i>grew</i> in last year.</p>	<p><b>Projections for Job Openings:</b></p> <table> <tr> <td>EDD Projections</td> <td><b>1999 to 2006</b></td> </tr> <tr> <td>New Jobs through 2006:</td> <td>25</td> </tr> <tr> <td>Separations through 2006:</td> <td>20</td> </tr> <tr> <td>Total Job Openings to 2006:</td> <td>45</td> </tr> </table>	EDD Projections	<b>1999 to 2006</b>	New Jobs through 2006:	25	Separations through 2006:	20	Total Job Openings to 2006:	45
EDD Projections	<b>1999 to 2006</b>								
New Jobs through 2006:	25								
Separations through 2006:	20								
Total Job Openings to 2006:	45								

### Supply and Demand

#### Degree of Difficulty Finding *Qualified Applicants*:

	Not Difficult	Moderately Difficult	Very Difficult
1) Employers Wanting to Hire <i>Only Experienced Workers</i> for this Occupation:			X
2) Employers Who Hire Applicants <i>With or Without Work Experience</i> in this Occupation:	Not Applicable:	All employers require experience.	

**Turnover:** The survey revealed a turnover rate of 14% for employees in this occupation in the past 12 months.

**Recruitment:** The most common and successful recruitment methods reported by employers for this occupation were: employee referrals; newspaper ads; and walk-in applicants.

### Other Information

**Employer Responses:** 15 employers, representing 164 employees in this occupation, provided responses used in developing the analysis for this occupational profile.

**Other Resources for Information About This Occupation:** EDD Occupational Guide (1996) available at LMID website: <http://www.calmis.ca.gov/file/occguides/WELDER.HTM> Further details available at O\*Net On-line website: <http://online.onetcenter.org/report?r=1&id=1057> And from the Bureau of Labor Statistics website: <http://www.bls.gov/oco/ocos226.htm>

**Licensing or Skill-Certifying Organizations For This Occupation:** No required license in CA. Yet, certified welders sometimes are required by employers & contractor specifications. Several welding certifications are available from several organizations/trade associations, as a web search reveals. The American Welding Society's "AWS Welder Certification" is the most widely recognized: <http://www.aws.org/> The Welding Program at Yuba Community College "stresses AWS standards", but is not accredited to provide formal AWS certification. AWS-accredited test centers include California Human Development Corporation, Anthony Soto Training Center in Marysville, (530)741-2924; and American River College in Sacramento, (916)484-8354.

**Promotional Opportunities/Career Ladders:** Titles of positions to which workers in this occupation may be promoted include: "Foreman"; "Manager"

Training Providers*	City	Main Phone #	Website or Department Email or Ph. Contact
<i>CA Human Development Corp.</i>	Marysville	(530)741-2924	Mr. Elizarraras, Instructor; Mr. Dewsnap, AWS Tester
<i>Clear Lake Community College</i>	Clearlake	(707)995-7900	<a href="http://clearlake.yccd.edu/instruction/index.htm">http://clearlake.yccd.edu/instruction/index.htm</a>
<i>Glenn County Adult Program</i>	Willows	(530)934-6575	<a href="http://www.glenn-co.k12.ca.us/gcoe/GAP/">http://www.glenn-co.k12.ca.us/gcoe/GAP/</a>
<b>Mendocino Community College</b>	Ukiah	(707)468-3102	<a href="http://www.mendocino.cc.ca.us/index.html">http://www.mendocino.cc.ca.us/index.html</a>
<i>Tri-County ROP</i>	Yuba City	(530)822-2952	<a href="http://www.sutter.k12.ca.us/ROP/rop.htm">http://www.sutter.k12.ca.us/ROP/rop.htm</a>
<b>Yuba Community College</b>	Marysville	(530)741-6700	<a href="http://www.yccd.edu/vocational_programs/index.htm">http://www.yccd.edu/vocational_programs/index.htm</a>
<i>Yuba Joint Apprentice Trng. Comm.</i>	Marysville	(530)673-8690	

\*Certificate-issuing school names are printed in *italics*; and degree-granting schools (for this job) are in **bold** type.

**Disclaimer:** The Employment Development Department (EDD) does not endorse the schools listed. Also, training programs change frequently, so we suggest contacting the schools to verify training information.



# **TRAINING DIRECTORY**



## OVERVIEW OF NCCC TRAINING DIRECTORY, 2002-2003

The *North Central Counties Consortium Training Directory, 2002-2003*, is produced as part of the statewide California Cooperative Occupation Information System (CCOIS). The directory is developed through a cooperative effort between the North Central Counties Consortium (NCCC); the State of California, Employment Development Department, Labor Market Information Division (LMID); and the California Career Resource Network (CalCRN – formerly known as the California Occupational Information Coordinating Committee-COICC). The CCOIS Group of LMID has evolved this past year into the sole compiler of the California Education and Training Provider (CTEP) database that is used in developing this directory.

Information in this directory has been gathered from the updated CTEP database and from local research, including review of school websites and calling schools, and review of the Northern California Employment Network (NCEN) database of eligible training providers under the federal Workforce Investment Act. CTEP includes some information on services available to students at schools, which is not included herein. Development of CTEP involves matching of Classroom Instructional Program (CIP) codes/ titles/classifications for training programs to OES occupational classifications. CIP codes and titles are shown in CTEP, but are not included here. Rather, what the schools generally call their program (which we have matched or linked to an OES occupation) is listed in the second part of this directory, along with the school's contact information.

*Per CCOIS requirements, this Directory only includes Training Providers for the occupations NCCC surveyed in 2002.* Also, it generally includes only training programs provided in Colusa, Glenn, Lake, Sutter, and Yuba counties – except that with Butte College and Mendocino College districts extending into the NCCC area, some of the programs offered at their main campuses (outside NCCC) are included; and CSU, Chico regular and extension programs are cited, where applicable. To assist the user in locating additional training opportunities, *on the last page of this training directory*, the websites for other nearby university extension and regular programs; for nearby community colleges and county offices of education; and for several community education divisions of community colleges are listed. (Courses should be reviewed at websites of community colleges and county offices of education within commuting distance -- especially the Butte, Placer, Sacramento, Solano, and Sonoma county public education entities offer varied training programs not included here.) For more extensive resources to discover public & private trainers, the reader may go to NCEN website: [http://www.nortec.org/vendor/vendor\\_start.html](http://www.nortec.org/vendor/vendor_start.html) or to the CTEP database in the LMID website: [www.calmis.ca.gov](http://www.calmis.ca.gov) (The CTEP database is also available on compact disc from LMID, and can be ordered by calling (916)262-2162.)

Users of this directory should note that the North Central Counties Consortium, the EDD Labor Market Information Division, and the California Career Resources Network do not endorse any particular schools or training providers listed. While we have made an effort to ensure that the information listed is accurate and up-to-date, the status of training programs changes frequently, and current information may not in all cases be reflected in this directory.

Please contact the schools or training providers directly to verify the current status of any training programs you are interested in. As class schedules are not included in this directory, users will need to contact training providers in any case to confirm schedules for training. This guide just lets the user know where training can be obtained in this area.

## **NORTH CENTRAL COUNTIES CONSORTIUM TRAINING DIRECTORY, 2002–2003**

### **PART I LIST OF OES OCCUPATIONS WITH TRAINING PROVIDERS IN NCCC AREA**

Part I of this Training Directory is a list of the occupations surveyed for which training programs were identified from the OES/CIP match described in the overview, as adjusted by local research to delete and add training providers for the occupations surveyed, as appropriate. The OES occupational titles are listed alongside the public and private schools providing training for the occupation. For contact information for the schools, the reader must refer to Part II of the directory, which lists contact information with services and degree information, and the school's name for training programs related to the occupations surveyed in 2002. (For information on certificates for successful completion of a class or set of classes go to the school website or catalog, or call the school.) Part II starts on page 61.

AUTOMOTIVE MECHANICS	BUTTE COMMUNITY COLLEGE - in Glenn Co. and Butte Co. GLENN CO. OFFICE OF EDUCATION ADULT PROGRAM / ROP LAKE COUNTY OFFICE OF EDUCATION ROP / ADULT EDUC. MENDOCINO COMMUNITY COLLEGE – in Mendocino Co. TRI- COUNTY ROP (Yuba, Sutter, and Colusa counties) YUBA COMMUNITY COLLEGE
COMBINED FOOD PREPARATION AND SERVICE WORKERS	CLEAR LAKE COMMUNITY COLLEGE TRI- COUNTY ROP (Yuba, Sutter, and Colusa counties) YUBA COMMUNITY COLLEGE
CONSTRUCTION MANAGERS	CALIFORNIA STATE UNIVERSITY, CHICO
EMERGENCY MEDICAL TECHNICIANS-I	ABSOLUTE SAFETY TRAINING AMERICAN RIVER COLLEGE BUTTE COMMUNITY COLLEGE - in Butte Co. SIERRA COMMUNITY COLLEGE YUBA COMMUNITY COLLEGE
EMT - PARAMEDICS	ABSOLUTE SAFETY TRAINING AMERICAN RIVER COLLEGE BUTTE COMMUNITY COLLEGE - in Butte Co.
GENERAL OFFICE CLERKS	BUTTE COMMUNITY COLLEGE - in Glenn Co. and Butte Co. CAMBRIDGE CAREER COLLEGE CLEAR LAKE COMMUNITY COLLEGE GLENN CO. OFFICE OF EDUCATION ADULT PROGRAM / ROP LAKE COUNTY OFFICE OF EDUCATION ROP / ADULT EDUC. MENDOCINO COMMUNITY COLLEGE - Lake Co. & Mendo. Co. TRI- COUNTY ROP (Yuba, Sutter, and Colusa counties) YUBA COMMUNITY COLLEGE
GUARDS	AMERICAN RIVER COLLEGE
HVAC INSTALLERS AND REPAIRERS	SOLANO CO. OFFICE OF EDUCATION ROP
INSTRUCTIONAL AIDES	BUTTE COMMUNITY COLLEGE - in Butte Co. CLEAR LAKE COMMUNITY COLLEGE GLENN CO. OFFICE OF EDUCATION ADULT PROGRAM / ROP

	MENDOCINO COMMUNITY COLLEGE - in Mendocino Co. YUBA COMMUNITY COLLEGE
LABORERS – LANDSCAPING AND GROUNDSKEEPING	TRI- COUNTY ROP (Yuba, Sutter, and Colusa counties) YUBA COMMUNITY COLLEGE
LEGAL SECRETARIES	BUTTE COMMUNITY COLLEGE - in Glenn Co. and Butte Co. CAMBRIDGE CAREER COLLEGE CLEAR LAKE COMMUNITY COLLEGE GLENN CO. OFFICE OF EDUCATION ADULT PROGRAM / ROP LAKE COUNTY OFFICE OF EDUCATION ROP / ADULT EDUC. MENDOCINO COMMUNITY COLLEGE - in Lake Co. & Mendo. Co. TRI- COUNTY ROP (Yuba, Sutter, and Colusa counties) YUBA COMMUNITY COLLEGE
MEDICAL ASSISTANTS	BUTTE COMMUNITY COLLEGE - in Butte Co. CAREER ACADEMY TRI- COUNTY ROP (Yuba, Sutter, and Colusa counties) YUBA COMMUNITY COLLEGE
SOCIAL WORKERS – MEDICAL OR PSYCHIATRIC	BUTTE COMMUNITY COLLEGE - in Butte Co. CALIFORNIA STATE UNIVERSITY, CHICO CLEAR LAKE COMMUNITY COLLEGE MENDOCINO COMMUNITY COLLEGE - Lake Co. & Mendo. Co. YUBA COMMUNITY COLLEGE
SYSTEMS ANALYSTS, ELECTRONIC DATA PROCESSING	BUTTE COMMUNITY COLLEGE - in Butte Co. CSU, CHICO EXTENSION (Regional Continuing Education -RCE) CLEAR LAKE COMMUNITY COLLEGE MENDOCINO COMMUNITY COLLEGE – Mendocino Co. YUBA COMMUNITY COLLEGE
TEACHERS, SECONDARY SCHOOL	BUTTE COMMUNITY COLLEGE - in Butte Co. CHAPMAN COLLEGE CALIFORNIA STATE UNIVERSITY, CHICO CLEAR LAKE COMMUNITY COLLEGE MENDOCINO COMMUNITY COLLEGE -in Lake Co. & Mendo. Co. YUBA COMMUNITY COLLEGE
TRUCK DRIVERS, LIGHT, INCLUDE DELIVERY AND ROUTE WORKERS	BUTTE COMMUNITY COLLEGE - in Glenn Co. CA HUMAN DEVELOPMENT CORP. ANTHONY SOTO CTR. TRUCK DRIVING ACADEMY WESTERN TRUCK SCHOOL
WELDERS AND CUTTERS	CA HUMAN DEVELOPMENT CORP. ANTHONY SOTO CTR. CLEAR LAKE COMMUNITY COLLEGE GLENN CO. OFFICE OF EDUCATION ADULT PROGRAM / ROP LAKE COUNTY OFFICE OF EDUCATION ROP / ADULT EDUC. MENDOCINO COMMUNITY COLLEGE - in Mendocino Co. TRI- COUNTY ROP (Yuba, Sutter, and Colusa counties) YUBA COMMUNITY COLLEGE YUBA JOINT APPRENTICE TRAINING COMMITTEE

## **NORTH CENTRAL COUNTIES CONSORTIUM TRAINING DIRECTORY, 2002–2003**

### **PART II LIST OF TRAINING PROVIDERS, CONTACT INFORMATION, SERVICES AND TRAINING**

#### **ABSOLUTE SAFETY TRAINING**

P.O. BOX 205

WILLOWS CA, 95988

School Type: Health Programs (NEC)

Phone: (530) 934-7257

Internet: <http://www.absolutesafetytraining.org/>

#### **SERVICES**

Job Placement	No	Master	No
Counseling	No	Batchelor	No
Child Care	No	Associate	No
Open Entry/Open Exit	No	Certificate	Yes
Distance Learning	Yes	Diploma	No

#### **DEGREES**

#### **OCCUPATION**

EMERGENCY MEDICAL TECHNICIAN

EMT - PARAMEDIC

#### **TRAINING PROGRAM**

Emergency Medical Services Training

Emergency Medical Services Training

#### **BUTTE COMMUNITY COLLEGE – MAIN CAMPUS/BUTTE CO.**

3536 BUTTE CAMPUS DR.

OROVILLE, CA, 95965

School Type: Community College

Phone: (530) 895-2511

Internet/URL: <http://www.butte.cc.ca.us/>

#### **SERVICES**

Job Placement	No	Master	No
Counseling	Yes	Batchelor	No
Child Care	No	Associate	Yes
Open Entry/Open Exit	No	Certificate	Yes
Distance Learning	Yes	Diploma	No

#### **DEGREES**

#### **OCCUPATION**

AUTOMOTIVE MECHANICS

EMERGENCY MEDICAL TECHNICIANS - I

EMTs- PARAMEDIC

GENERAL OFFICE CLERKS

INSTRUCTIONAL AIDES

LEGAL SECRETARIES

MEDICAL ASSISTANT

SOCIAL WORKERS – MEDICAL OR PSYCHIATRIC

SYSTEMS ANALYSTS

#### **TRAINING PROGRAM**

Automotive Technology

Emergency Medical Services

Emergency Medical Services – Paramedic

Business Computer Applications & Clerical

General Education

Business Computer Applications

Legal Office Assistant

Medical Front Office Assistant

Alcohol and Drug Studies

Computer Information Systems

#### **BUTTE COMMUNITY COLLEGE – GLENN COUNTY CENTER**

604 E. WALKER

ORLAND CA, 95963

School Type: Community College

Phone: (530) 865-9728

Internet: <http://www.butte.cc.ca.us/>

#### **SERVICES**

Job Placement	No	Master	No
Counseling	Yes	Batchelor	No
Child Care	No	Associate	Yes
Open Entry/Open Exit	No	Certificate	Yes
Distance Learning	Yes	Diploma	No

#### **DEGREES**

#### **OCCUPATION**

AUTOMOTIVE MECHANICS

#### **TRAINING PROGRAM**

Automotive Technology

GENERAL OFFICE CLERKS  
 LEGAL SECRETARIES  
 TRUCK DRIVERS - LIGHT

Business Computer Applications & Clerical  
 Business Computer Applications  
 Truck Driving / Commercial Drivers

**CALIFORNIA HUMAN DEVELOPMENT CORPORATION  
 ANTHONY SOTO EMPLOYMENT TRAINING CENTER**

1468-G SKY HARBOR DRIVE  
 MARYSVILLE CA, 95901

School Type: Proprietary (Private) Business  
 and Technical Schools

Phone: (530) 741-2924

**SERVICES**

Job Placement	Yes
Counseling	No
Child Care	No
Open Entry/Open Exit	Yes
Distance Learning	No

**DEGREES**

Master	No
Batchelor	No
Associate	No
Certificate	Yes
Diploma	No

**OCCUPATION**

TRUCK DRIVERS – LIGHT  
 WELDERS AND CUTTERS

**TRAINING PROGRAM**

Truck Driving  
 Welding

**CAMBRIDGE CAREER COLLEGE**

(formerly known as WORKFORCE TRAINING SOLUTIONS)

990 KLAMATH LANE, SUITE A  
 YUBA CITY CA, 95993

School Type: Proprietary (Private) Business  
 and Technical Schools

Phone: (530) 674-9199

**SERVICES**

Job Placement	Yes
Counseling	No
Child Care	No
Open Entry/Open Exit	No
Distance Learning	No

**DEGREES**

Master	No
Batchelor	No
Associate	No
Certificate	Yes
Diploma	No

**OCCUPATION**

GENERAL OFFICE CLERK  
 LEGAL SECRETARIES

**TRAINING PROGRAM**

MS Office Specialist  
 MS Office Specialist

**CAREER ACADEMY**

1445 BUTTE HOUSE ROAD, SUITE G  
 YUBA CITY, CA, 95993

School Type: Proprietary (Private) Business  
 and Technical Schools

Phone: (530)751-1110

**SERVICES**

Job Placement	Yes
Counseling	No
Child Care	No
Open Entry/Open Exit	Yes
Distance Learning	No

**DEGREES**

Master	No
Batchelor	No
Associate	No
Certificate	Yes
Diploma	No

**OCCUPATION**

MEDICAL ASSISTANTS

**TRAINING PROGRAM**

Medical Assistant



## CHAPMAN UNIVERSITY

1469 BUTTE HOUSE ROAD, SUITE E  
YUBA CITY CA, 95993-2754

School Type: Private College incl. Grad. School

Phone: (530)674-2758

Internet:

<http://www.chapman.edu/univcoll/ac/yubacity/>

### SERVICES

Job Placement	Yes
Counseling	Yes
Child Care	No
Open Entry/Open Exit	Yes
Distance Learning	Yes

### DEGREES

Master	Yes
Batchelor	Yes
Associate	No
Certificate	No
Diploma	No

### OCCUPATION

TEACHERS, SECONDARY SCHOOL

### TRAINING PROGRAM

Teacher Education

## CLEAR LAKE COMMUNITY COLLEGE

15880 DAM ROAD EXTENSION  
CLEARLAKE CA, 95422

School Type: Community College

Phone: (707)995-7900

Internet:

<http://www.clearlake.yccd.edu/instruction/index.htm>

(This college is part of Yuba Comm. College District.)

### SERVICES

Job Placement	Yes
Counseling	Yes
Child Care	Yes
Open Entry/Open Exit	No
Distance Learning	Yes

### DEGREES

Master	No
Batchelor	No
Associate	Yes
Certificate	Yes
Diploma	No

### OCCUPATION

COMBINED FOOD PREPARATION & SERVICE

GENERAL OFFICE CLERKS

INSTRUCTIONAL AIDES

LEGAL SECRETARIES

MEDICAL ASSISTANTS

SOCIAL WORKERS – MEDICAL OR PSYCHIATRIC

SYSTEM ANALYSTS

TEACHERS, SECONDARY

WELDERS AND CUTTERS

### TRAINING PROGRAM

Food Service Management

Business Computer Applications & Clerical

General Education

Legal Office Skills

Medical Office Procedures

Chemical Dependency Counselor

Psychiatric Technician

Business Computer Applications

Computer Networking Technology

Teacher Education

Welding

Yuba Community College District, 2002-2003 Catalog at: <http://www.cgf.org/cat209/100445.pdf>

See pages 78-79 for chart of Programs & Options with listing of degrees and certificates offered.

(Note that Clear Lake Community College does not have all the programs listed there for YCCD.)

## GLENN CO. OFFICE OF EDUCATION – ADULT PROGRAM & ROP

525 W. SYCAMORE STREET  
WILLOWS CA, 95988

School Type: Public Adult Schools with  
Occupational Programs

Phone: (530)934-6575

School Type: Secondary Schools & Public Adult  
Schools with Occupational Programs

Phone: (530) 934-6575

Internet: <http://www.glenn-co.k12.ca.us/gcoe/GAP/>

### SERVICES

Job Placement	No
Counseling	Yes
Child Care	No
Open Entry/Open Exit	No
Distance Learning	No

### DEGREES

Master	No
Batchelor	No
Associate	No
Certificate	Yes
Diploma	Yes

**OCCUPATION**

AUTOMOTIVE MECHANIC  
 EMERGENCY MEDICAL TECHNICIAN-I  
 GENERAL OFFICE CLERKS  
 INSTRUCTIONAL AIDES  
 LEGAL SECRETARIES  
 WELDERS AND CUTTERS

**TRAINING PROGRAM**

Automotive Technology  
 Emergency Services (w/Absolute Safety Trng.Prvdr.)  
 Computer Applications/Lab  
 Teachers Aides  
 Computer Applications/Lab  
 Welding

**LAKE COUNTY OFFICE OF EDUCATION ROP & ADULT EDUC.**

4913 HELBUSH DRIVE  
 LAKEPORT CA, 95453

School Type: Secondary Schools & Public Adult  
 Schools with Occupational Programs

Adult Educ. Ph#: (707) 263-4169

ROP Phone #: (707) 262-3498

Internet: <http://www.lake-coe.k12.ca.us/>

**SERVICES**

Job Placement	No
Counseling	Yes
Child Care	No
Open Entry/Open Exit	No
Distance Learning	No

**DEGREES**

Master	No
Batchelor	No
Associate	No
Certificate	Yes
Diploma	Yes

**OCCUPATION**

AUTOMOTIVE MECHANIC  
 EMERGENCY MEDICAL TECHNICIAN - I  
 GENERAL OFFICE CLERKS  
 INSTRUCTIONAL AIDES  
 LEGAL SECRETARIES  
 WELDERS AND CUTTERS

**TRAINING PROGRAM**

Automotive Technology  
 Emergency Services  
 Computer Applications/Lab  
 Teachers Aides  
 Computer Applications/Lab  
 Welding

**MENDOCINO COMMUNITY COLLEGE – Lake and Mendocino Cos.**

1005 PARALLEL DR.  
 LAKEPORT CA, 95453

School Type: Community College

Lakeport Center .Phone: (707) 263-4944

Ukiah Campus: (707) 468-3000

Internet: <http://www.mendocino.cc.ca.us/index.html>

**SERVICES**

Job Placement	No
Counseling	Yes
Child Care	No
Open Entry/Open Exit	No
Distance Learning	Yes

**DEGREES**

Master	No
Batchelor	No
Associate	Yes
Certificate	Yes
Diploma	No

**OCCUPATION**

AUTOMOTIVE MECHANIC  
 GENERAL OFFICE CLERKS  
 INSTRUCTIONAL AIDES  
 LEGAL SECRETARIES  
  
 MEDICAL ASSISTANT  
 SOCIAL WORKERS – MEDICAL OR PSYCHIATRIC  
 SYSTEMS ANALYSTS  
 INSTRUCTIONAL AIDES

**TRAINING PROGRAM**

Automotive Technology  
 Computer Applications/Lab  
 General Education  
 Business Computer Applications  
 Legal Office Assistant  
 Medical Assistant  
 Alcohol and Drug Studies  
 Computer Information Systems  
 General Education

## **TRI – COUNTY REGIONAL OCCUPATIONAL PROGRAM (ROP)**

970 KLAMATH LANE

YUBA CITY CA, 95991

School Type: Secondary Schools w/Occupational Programs/Vocational Education

Phone: (530)822-2952

Internet: <http://www.sutter.k12.ca.us/ROP/rop.htm>

Associated with Sutter County Supt. of Schools/COE

### SERVICES

Job Placement	Yes	Master	No
Counseling	Yes	Batchelor	No
Child Care	No	Associate	No
Open Entry/Open Exit	Yes	Certificate	Yes
Distance Learning	No	Diploma	Yes

### DEGREES

## **OCCUPATION**

AUTOMOTIVE MECHANICS

COMBINED FOOD PREP. & SERVICE WORKERS

GENERAL OFFICE CLERKS

LABORERS–LANDSCAPING & GROUNDSKEEPING

LEGAL SECRETARIES

MEDICAL ASSISTANT

WELDERS AND CUTTERS

## **TRAINING PROGRAM**

Auto/Automotive Mechanic/Technician

Food Service/Deli

Accounting Technician

Landscaping

Business Careers/Computers & Office Education

Health Careers/Medical Office Services

Welding

## **TRUCK DRIVING ACADEMY**

1482 SKY HARBOR DR.

MARYSVILLE, CA 95901

School Type: Proprietary (Private) Business and Technical Schools

Phone: (530)749-2930

### SERVICES

Job Placement	Yes	Master	No
Counseling	No	Batchelor	No
Child Care	No	Associate	No
Open Entry/Open Exit	No	Certificate	Yes
Exit	No	Diploma	No
Distance Learning			

### DEGREES

## **OCCUPATION**

TRUCK DRIVERS - LIGHT

## **TRAINING PROGRAM**

Truck Driving / Commercial Drivers

## **WESTERN TRUCK SCHOOL**

909 N. GEORGE WASHINGTON BLVD., A

YUBA CITY, CA 95993

School Type: Proprietary (Private) Business and Technical Schools

Phone: (800)929-1230

Internet: <http://www.westerntruckschool.com/>

### SERVICES

Job Placement	Yes	Master	No
Counseling	No	Batchelor	No
Child Care	No	Associate	No
Open Entry/Open Exit	No	Certificate	Yes
Distance Learning	No	Diploma	No

### DEGREES

## **OCCUPATION**

TRUCK DRIVERS - LIGHT

## **TRAINING PROGRAM**

Truck Driving / Commercial Drivers

**For the following Yuba Community College sites, training information is combined below, after listing contact information and services for each site. Check the current catalog, class schedules, or call phone numbers listed to inquire about availability of training at these sites.**

### **YUBA COMMUNITY COLLEGE – BEALE AIR FORCE BASE**

17849 16<sup>TH</sup> STREET

BEALE AFB CA, 95903

School Type: Community College

Phone: (530) 788-0973

Internet: <http://www.yuba.cc.ca.us/>

#### SERVICES

Job Placement

Yes

Counseling

Yes

Child Care

No

Open Entry/Open Exit

No

Distance Learning

Yes

#### DEGREES

Master

No

Batchelor

No

Associate

Yes

Certificate

Yes

Diploma

No

### **YUBA COMMUNITY COLLEGE – COLUSA COUNTY CAMPUS**

745 10<sup>th</sup> STREET

COLUSA CA, 95932

School Type: Community College

Phone: (530) 458-4085

Internet: <http://www.yuba.cc.ca.us/>

#### SERVICES

Job Placement

Yes

Counseling

Yes

Child Care

No

Open Entry/Open Exit

No

Distance Learning

Yes

#### DEGREES

Master

No

Batchelor

No

Associate

Yes

Certificate

Yes

Diploma

No

**YUBA COMMUNITY COLLEGE – LAKE COUNTY CAMPUS is now known as  
CLEAR LAKE COMMUNITY COLLEGE: See Clear Lake Community College.**

### **YUBA COMMUNITY COLLEGE – MARYSVILLE – MAIN CAMPUS**

2088 NORTH BEALE ROAD

MARYSVILLE CA, 95901-7699

School Type: Community College

Phone: (530)741-6700

Internet: <http://www.yuba.cc.ca.us/>

#### SERVICES

Job Placement

Yes

Counseling

Yes

Child Care

Yes

Open Entry/Open Exit

No

Distance Learning

Yes

#### DEGREES

Master

No

Batchelor

No

Associate

Yes

Certificate

Yes

Diploma

No

### **OCCUPATION**

AUTOMOTIVE MECHANICS

COMBINED FOOD PREPARATION & SERVICE

EMRGENCY MEDICAL TECHNICIAN- I

GENERAL OFFICE CLERKS

INSTRUCTIONAL AIDES

MEDICAL ASSISTANT

LABORERS – LANDSCAPING & GROUNDSKEEPING

LEGAL SECRETARIES

SOCIAL WORKERS – MEDICAL OR PSYCHIATRIC

SYSTEM ANALYSTS

TEACHERS, SECONDARY

### **TRAINING PROGRAM**

Automotive Technology

Food Service Management

Emergency Medical Technology

Business Computer Applications

General Education

Medical Office Skills

Landscape Installation & ntenance

Business Computer Applications

Legal Office Skills

Chemical Dependency Counselor

Psychiatric Technician

Business Computer Applications

Computer Networking Technology

Teacher Education

Yuba Community College District, 2002-2003 Catalog at: <http://www.cgf.org/cat209/100445.pdf>  
See pages 78-79 for chart of Programs & Options with listing of degrees and certificates offered.

## **YUBA JOINT APPRENTICE TRAINING COMMITTEE**

1246 PUTMAN AVENUE

YUBA CITY CA, 95991

School Type:     Apprenticeship Program

Phone:             (530) 673-8690

### SERVICES

Job Placement             Yes

Counseling                No

Child Care                 No

Open Entry/Open Exit     Yes

Distance Learning        No

### DEGREES

Master                      No

Batchelor                 No

Associate                 No

Certificate                Yes

Diploma                    No

### OCCUPATION

WELDERS AND CUTTERS

### TRAINING PROGRAM

Welding / Plumber and Pipefitter

See next page for List of Websites of College/University Extension Programs; Community Colleges; and County Offices of Education in this area.

Also, note Community Colleges have additional training opportunities provided by Community Education and Contract Education divisions which are continually evolving (changing from season to season) and which have not been included in this directory of training opportunities for the occupations surveyed. In many cases, especially as related to computer applications training, these divisions of community colleges have training programs related to the occupations surveyed. If you are looking for training for yourself or others, it is recommended you call these departments, too. For Butte and Yuba Community Colleges, the website addresses for their Community Education departments are included in the following list.



# **WEBSITES OF COLLEGE/UNIVERSITY EXTENSION PROGRAMS, COMMUNITY COLLEGES, & COUNTY OFFICES OF EDUCATION**

## **College/University Extension Programs**

California State University, Chico	<a href="http://rce.csuchico.edu/extension/">http://rce.csuchico.edu/extension/</a>
California State University, Sacramento	<a href="http://www.rce.csus.edu/">http://www.rce.csus.edu/</a>
University of California, Davis	<a href="http://universityextension.ucdavis.edu/">http://universityextension.ucdavis.edu/</a>

## **Community Colleges**

American River College	<a href="http://www.arc.losrios.cc.ca.us/">http://www.arc.losrios.cc.ca.us/</a>
Butte Community College	<a href="http://www.butte.cc.ca.us/">http://www.butte.cc.ca.us/</a>
- Community Education Division	<a href="http://www.butte.cc.ca.us/services/community/comed/">http://www.butte.cc.ca.us/services/community/comed/</a>
Clear Lake Community College	<a href="http://clearlake.yccd.edu/">http://clearlake.yccd.edu/</a>
Mendocino Community College	<a href="http://www.mendocino.cc.ca.us/index.html">http://www.mendocino.cc.ca.us/index.html</a>
Sierra Community College	<a href="http://www.sierra.cc.ca.us/">http://www.sierra.cc.ca.us/</a>
Solano Community College	<a href="http://www.solano.cc.ca.us/">http://www.solano.cc.ca.us/</a>
Santa Rosa Junior College (Sonoma)	<a href="http://www.santarosa.edu/">http://www.santarosa.edu/</a>
Yuba Community College	<a href="http://www.yuba.cc.ca.us/">http://www.yuba.cc.ca.us/</a>
- Community Education Division	<a href="http://www.yccd.edu/instruction/community%5Fed/index.htm">http://www.yccd.edu/instruction/community%5Fed/index.htm</a>

## **County Offices of Education ROP & Adult Education Programs**

Butte County Office of Education	<a href="http://www.bcoe.org/default/">http://www.bcoe.org/default/</a>
Colusa County Office of Education	<a href="http://www.colusa-coe.k12.ca.us/">http://www.colusa-coe.k12.ca.us/</a>
Glenn County Office of Education	<a href="http://www.glenn-co.k12.ca.us/">http://www.glenn-co.k12.ca.us/</a>
Lake County Office of Education	<a href="http://www.lake-coe.k12.ca.us/">http://www.lake-coe.k12.ca.us/</a>
Mendocino County Office of Education	<a href="http://www.mcoe.k12.ca.us/">http://www.mcoe.k12.ca.us/</a>
Placer County Office of Education	<a href="http://www.placercoe.k12.ca.us/">http://www.placercoe.k12.ca.us/</a>
Solano County Office of Education	<a href="http://www.solanocoe.k12.ca.us/">http://www.solanocoe.k12.ca.us/</a>
Sonoma County Office of Education	<a href="http://www.scoe.org/">http://www.scoe.org/</a>
Sutter County Supt. of Schools / Office of Education	<a href="http://www.sutter.k12.ca.us/">http://www.sutter.k12.ca.us/</a>
Yuba County Supt. of Schools / Office of Education	<a href="http://www.yubacoe.k12.ca.us/">http://www.yubacoe.k12.ca.us/</a>

## Appendix A: Duties of Social Workers – Medical or Psychiatric and Systems Analysts – Electronic Data Processing

In the occupational summaries for Social Workers – Medical or Psychiatric and for Systems Analysts – Electronic Data Processing, there was insufficient space remaining on page one to include a list of typical duties for these positions, due to the wide variety of position titles to list that were cited by responding employers. (All the titles mentioned as used by employers are included in that section of occupational summaries.) Therefore, duties are listed here.

### **SOCIAL WORKERS – MEDICAL OR PSYCHIATRIC** (the following direct from O\*Net On-line)

#### **When the Job Principally Involves Mental Health and Substance Abuse Counseling:**

1) Counsels clients and patients, individually and in group sessions, to assist in overcoming dependencies, adjusting to life, and making changes; 2) Counsels family members to assist in understanding, dealing with, and supporting client or patient; 3) Interviews clients, reviews records, and confers with other professionals to evaluate mental or physical condition of client or patient; 4) Formulates or coordinates program plan for treatment, care, and rehabilitation of client or patient, based on social work experience and knowledge; 5) Monitors, evaluates, and records client progress according to measurable goals described in treatment and care plan; 6) Modifies treatment plan to comply with changes in client's status; 7) Refers patient, client, or family to community resources to assist in recovery from mental or physical illness; 8) Intervenes as advocate for client or patient to resolve emergency problems in crisis situation; 9) Plans and conducts programs to prevent substance abuse or improve health and counseling services in community; 10) Supervises and directs other workers providing services to client or patient.

#### **When the Job Principally Involves Medical and Public Health Counseling/Services:**

1) Counsels clients and patients, individually and in group sessions, to assist in overcoming dependencies, adjusting to life, and making changes; 2) Counsels family members to assist in understanding, dealing with, and supporting client or patient; 3) Interviews clients, reviews records, and confers with other professionals to evaluate mental or physical condition of client or patient; 4) Formulates or coordinates program plan for treatment, care, and rehabilitation of client or patient, based on social work experience and knowledge; 5) Monitors, evaluates, and records client progress according to measurable goals described in treatment and care plan; 6) Modifies treatment plan to comply with changes in client's status; 7) Refers patient, client, or family to community resources to assist in recovery from mental or physical illness; 8) Intervenes as advocate for client or patient to resolve emergency problems in crisis situations; 9) Plans and conducts programs to prevent substance abuse or improve health and counseling services in community; 10) Supervises and directs other workers providing services to client or patient.

### **SYSTEMS ANALYSTS – ELECTRONIC DATA PROCESSING** (from O\*Net On-line)

1) Formulates plans outlining steps required to develop programs to meet staff and user requirements; 2) Writes documentation to describe and develop installation and operating procedures of programs; 3) Coordinates installation of computer programs and operating systems; 4) Analyzes and tests computer programs/systems to identify errors and ensure conformance to standards; 5) Consults with staff and users to identify problems; 6) Writes and revises program and system design procedures, test procedures, and quality standards; 7) Modifies program to correct errors by correcting computer codes; 8) Reads manuals, periodicals, and technical reports to learn how to develop programs to meet staff and user requirements; 9) Assists staff and users to solve computer related problems; 10) Trains staff and users to use computer system and its programs; 11) Recommends purchases of hardware and software; 12) Identifies areas of operation which need upgraded equipment, such as modems, fiber optic cables, and telephone wires; 13) Develops and writes procedures for installation, use, and solving problems of *communications* hardware and software; 14) Assists users to identify and solve data communication & e-mail problems; 15) Visits vendors to learn about available products or services; 16) May conduct survey to determine user needs.

Employer:

ALL RESPONSES ARE KEPT STRICTLY CONFIDENTIAL

Whom should we contact with any further questions?

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

## Appendix B: CCOIS QUESTIONNAIRE

Occupation: <b>GUARDS AND WATCH GUARDS</b>		
Guards and Watch Guards stand guard at entrance gates or walk about premises of business or industrial establishments or private residences to prevent theft, violence, or infractions of rules; they guard property against fire, theft, vandalism, and illegal entry; they direct patrons or employees and answer questions relative to services of establishments. They control traffic to and from buildings and grounds.		
<b>Does your firm employ any individual performing the duties in the occupation described above?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please complete this survey for the occupation described. If no, or have questions, please call Nelson or Phuong at <b>(530) 898-7020</b> ; or return this questionnaire by mail or fax (w/"No" marked). If your firm has multiple locations, please answer for locations in Colusa, Glenn, Lake, Sutter and/or Yuba counties.		
1. What job title(s) does your firm use for these duties?	Job Title(s): _____	
2. a. How many employees does your firm currently have in this occupation?	Number of Employees: _____	
b. In this occupation, how many are:	Number of Males: _____	Number of Females: _____
c. In this occupation, how many current employees are there; and on average, how many weekly hours do they work?		
Regular, Full Time:	Number of Employees: _____	Average Weekly Hours Worked: _____
Regular, Part Time:	Number of Employees: _____	Average Weekly Hours Worked: _____
Temporary/On Call:	Number of Employees: _____	Average Weekly Hours Worked: _____
Seasonal:	Number of Employees: _____	Average Weekly Hours Worked: _____
3. In your firm, what shifts are available for this occupation? (check all that apply)	<input type="checkbox"/> Day <input type="checkbox"/> Swing <input type="checkbox"/> Graveyard <input type="checkbox"/> Other: Please specify _____	
4. Has your firm hired in this occupation within the last 12 months?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, how many were hired to fill: vacancies resulting from promotions within your firm?		
vacancies resulting from people in permanent positions leaving your firm?		
new permanent positions resulting from growth?		
temporary, on call, or seasonal positions?		
5. a. During the last 12 months, did your firm's employment in this occupation: (Check one)	<input type="checkbox"/> Decline <input type="checkbox"/> Remain Stable <input type="checkbox"/> Grow	
b. Over the next 24 months, do you expect your firm's employment in this occupation to: (Check one)	<input type="checkbox"/> Decline <input type="checkbox"/> Remain Stable <input type="checkbox"/> Grow	
6. When you hire applicants for this occupation, is prior experience in this occupation required? If yes or preferred, how much experience in this occupation is required/preferred? Is experience in other occupations accepted?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required, but preferred _____ (months) <input type="checkbox"/> Yes <input type="checkbox"/> No Please specify below: Occupation: _____ (months)	
7. If prior experience is required when you hire applicants for this occupation, please indicate how difficult it is for your firm to find fully qualified applicants. (Circle one)		
Not Difficult      1      2      3      4      Difficult		
8. If prior experience is <u>not</u> required when you hire applicants for this occupation, please indicate how difficult it is for your firm to find qualified applicants. (Circle one)		
Not Difficult      1      2      3      4      Difficult		

9. Does your firm accept training as a substitute for experience in this occupation? If yes, how many months of training can generally be substituted?		<input type="checkbox"/> Yes <input type="checkbox"/> No _____ months																																																																																																				
10. Is technical or vocational training required prior to employment in this occupation? If yes or preferred, what kind of training is required?		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required, but preferred _____ months																																																																																																				
11. What is the minimum level of education your firm <b>requires</b> when hiring an applicant in this occupation? (Check one).																																																																																																						
<input type="checkbox"/> Less than high school diploma <input type="checkbox"/> High school diploma or equivalent <input type="checkbox"/> Associate Degree (2 year) <input type="checkbox"/> Bachelor Degree (4 year) <input type="checkbox"/> Graduate Study																																																																																																						
12. What is the usual income earned by your firm's employees in this occupation at the following levels of skills and experience?		For other compensation, please indicate the average overall earnings and types(s) of compensation.																																																																																																				
• New hires, no experience (trained or untrained): • New hires who are experienced: • Experienced employees after 3 years with your firm: <div style="text-align: center; margin-top: 10px;">(Please check one)</div>		<u>Base Wage or Salary</u> \$ _____ \$ _____ \$ _____ <input type="checkbox"/> Hour <input type="checkbox"/> Week <input type="checkbox"/> Month <input type="checkbox"/> Year	<u>Other Compensation</u> \$ _____ \$ _____ \$ _____ <input type="checkbox"/> Hour <input type="checkbox"/> Week <input type="checkbox"/> Month <input type="checkbox"/> Year																																																																																																			
<div style="padding-left: 100px;"> <input type="checkbox"/> Commission  <input type="checkbox"/> Tips  <input type="checkbox"/> Bonus  <input type="checkbox"/> Piece Rate  <input type="checkbox"/> Other            Specify: _____         </div>																																																																																																						
13. Are the wages for employees in this occupation subject to a collective bargaining or union agreement? If yes, what is the name of the union or local number?			<input type="checkbox"/> Yes <input type="checkbox"/> No _____																																																																																																			
14. Please check which benefits your firm offers full-time (FT) and part-time (PT) employees in this occupation and which best describes who pays for them:																																																																																																						
<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th colspan="2"><u>Employer Pays All</u></th> <th colspan="2"><u>Share Cost</u></th> <th colspan="2"><u>Employee Pays All</u></th> <th colspan="2"><u>Not Provided</u></th> </tr> <tr> <th></th> <th>FT</th> <th>PT</th> <th>FT</th> <th>PT</th> <th>FT</th> <th>PT</th> <th>FT</th> <th>PT</th> </tr> </thead> <tbody> <tr><td>Medical Insurance</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td>Dental Insurance</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td>Vision Insurance</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td>Life Insurance</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td>Sick Leave</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td>Vacation</td><td><input type="checkbox"/></td><td><input type="checkbox"/></td><td><input 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type="checkbox"/></td><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr> </tbody> </table>					<u>Employer Pays All</u>		<u>Share Cost</u>		<u>Employee Pays All</u>		<u>Not Provided</u>			FT	PT	FT	PT	FT	PT	FT	PT	Medical Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Dental Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Vision Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Life Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Sick Leave	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Vacation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Retirement Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Child Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other (Please Specify):	<input 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15 a. Does your firm ever promote employees in this occupation to higher level positions? If yes, what are the titles of the positions to which they may be promoted?		<input type="checkbox"/> Yes <input type="checkbox"/> No _____																																																																																																				
b. What skills are important for career advancement?		_____																																																																																																				
16. What computer software skills, if any, does your firm seek in applicants for this occupation? (Please check all that apply)																																																																																																						
Specify software names: <input type="checkbox"/> None <input type="checkbox"/> Word Processing <input type="checkbox"/> Spreadsheet <input type="checkbox"/> Database <input type="checkbox"/> Desktop Publishing <input type="checkbox"/> Other: _____ _____																																																																																																						
17. What other new skills are needed to perform the duties of this occupation?		_____																																																																																																				
18. When your firm hires employees for this occupation, which are the top three most successful recruitment methods?																																																																																																						
<table style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td><input type="checkbox"/> In-house promotions or transfers</td> <td><input type="checkbox"/> Newspaper ads</td> <td><input type="checkbox"/> Internet</td> </tr> <tr> <td><input type="checkbox"/> EDD</td> <td><input type="checkbox"/> Walk-in applicants</td> <td><input type="checkbox"/> Colleges/Universities</td> </tr> <tr> <td><input type="checkbox"/> School/program referrals</td> <td><input type="checkbox"/> Union hall referrals</td> <td><input type="checkbox"/> Employee referrals</td> </tr> <tr> <td><input type="checkbox"/> Private employment agencies</td> <td><input type="checkbox"/> Trade journals</td> <td><input type="checkbox"/> Other (Please specify): _____</td> </tr> </tbody> </table>				<input type="checkbox"/> In-house promotions or transfers	<input type="checkbox"/> Newspaper ads	<input type="checkbox"/> Internet	<input type="checkbox"/> EDD	<input type="checkbox"/> Walk-in applicants	<input type="checkbox"/> Colleges/Universities	<input type="checkbox"/> School/program referrals	<input type="checkbox"/> Union hall referrals	<input type="checkbox"/> Employee referrals	<input type="checkbox"/> Private employment agencies	<input type="checkbox"/> Trade journals	<input type="checkbox"/> Other (Please specify): _____																																																																																							
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19. Are you aware of any new, changing, or emerging occupations in your industry? Please specify:		<input type="checkbox"/> Yes <input type="checkbox"/> No _____																																																																																																				
Would you like to receive a complimentary copy of the survey results for this occupation?			<input type="checkbox"/> Yes <input type="checkbox"/> No																																																																																																			





# NORTH CENTRAL COUNTIES CONSORTIUM

## ONE-STOP CAREER CENTERS

COLUSA COUNTY	
<u>Primary Site</u> Colusa County Career Resource Center 144 Market Street Colusa, CA 95932 Ph: (530) 458-0326 Fax: (530) 458-0335	<u>Secondary Site</u> Colusa County Career Resource Center Williams Center 570 6 <sup>th</sup> Street; P.O. Box 37 Williams, CA 95987 Ph: (530) 473-3927
GLENN COUNTY	
<u>Primary Site</u> Glenn County Human Resource Agency 420 E. Laurel Street Willows, CA 95988 Ph: (530) 934-6490 Fax: (530) 934-6499	<u>Secondary Site</u> Orland Career Center 902 6th Street Orland, CA 95963 Ph: (530) 865-1132
LAKE COUNTY	
<u>Primary Site</u> Lake County Career Center 55 First Street, Box F Lakeport, CA 95453 Ph: (707) 263-0630 Fax: (707) 263-0920	<u>Secondary Site</u> Clearlake Career Center 15880 Dam Road Ext. Clearlake, CA 95422 Ph: (707) 995-7100 <a href="http://www.northcentralcounties.org/Lake/default.htm">http://www.northcentralcounties.org/Lake/default.htm</a>
SUTTER COUNTY	
<u>Primary Site</u> Sutter County Superintendent of Schools Career Training and Education Center (CTEC) 256 Wilbur Avenue; P.O. Drawer F Yuba City, CA 95992 Ph: (530) 822-5120 Fax: (530) 674-7182	<u>Secondary Site</u> Sutter County One Stop Center for Business and Workforce Development 800 Plumas Street Yuba City, CA 95991 Ph: (530) 822-5340 CTEC website: <a href="http://www.ctec.k12.ca.us/">http://www.ctec.k12.ca.us/</a>
YUBA COUNTY	
Yuba County Office of Education One Stop Center for Business & Workforce Development 1114 Yuba Street Marysville, CA 95901 Ph: (530) 741-6213 Fax: (530) 741-6487 <a href="http://www.yubacoe.k12.ca.us/regional_career_center.html">http://www.yubacoe.k12.ca.us/regional_career_center.html</a>	



*The California Cooperative*

**CCOIS**

**Occupational Information System**



**North Central Counties Consortium**

